

# New Employee Orientation Guide

## Commonwealth of Massachusetts



Updated April 2007

Originally Issued in February 2005

Massachusetts Human Resources Division

[http://www.mass.gov/Ehrd/docs/policies/new\\_employee\\_orientation/guide.pdf](http://www.mass.gov/Ehrd/docs/policies/new_employee_orientation/guide.pdf)

*Email: [orientationguide@hrd.state.ma.us](mailto:orientationguide@hrd.state.ma.us)*



*Dear Colleague,*

*Welcome to public service. Every day, you will have an opportunity to make a real difference in the lives of the citizens of Massachusetts. Let's make the most of it.*

*We also have an obligation to fulfill our duties honestly, ethically, and professionally. Our goal in government is to help people help themselves. We are committed to creative, innovative, and collaborative approaches to reaching that goal and to making it as easy as possible*

*for people to access our services. That is a part of the solemn trust that people place in elected officials and career employees alike.*

*Our employees represent a wide spectrum of age, experience, ethnic and economic backgrounds. Some work in small regional offices, others in headquarters in downtown Boston. A few agencies operate all day and night everyday of the year to keep our services available to the most vulnerable in our population.*

*To do our best, we seek the best, brightest and most dedicated people from across the Commonwealth. In addition to the intrinsic rewards of serving others, you will enjoy a competitive total compensation package and opportunities for professional growth and advancement.*

*I look forward to working with you and welcome your ideas on making our state government as efficient, accessible, accountable and productive as it can be. Again, welcome to state government. Thanks in advance for your service.*

*Sincerely,*

*Deval L. Patrick*

## Table Of Contents

	<b><u>Page</u></b>
<b>Section 1: Welcome</b>	
<a href="#"><u>Message from Governor Patrick</u></a>	2
<a href="#"><u>Foreword</u></a>	6
<a href="#"><u>Purpose of the Guide</u></a>	6
<b><u>Section 2: Commonwealth of Massachusetts Structure</u></b>	
<a href="#"><u>Organizational Chart</u></a>	7
<a href="#"><u>Branches of State Government</u></a>	8
<b><u>Section 3: Federal and Statewide Policies, Employment Laws and Rules</u></b>	
<a href="#"><u>Affirmative Action, Diversity, and Equal Employment Opportunity</u></a>	9
<a href="#"><u>Americans with Disabilities Act (ADA)</u></a>	9
<a href="#"><u>Campaign and Political Activity</u></a>	10
<a href="#"><u>Conflict of Interest and Financial Disclosure Policy</u></a>	11
<a href="#"><u>Domestic Violence Policy</u></a>	11
<a href="#"><u>Drug-Free Workplace Policy</u></a>	11
<a href="#"><u>Information Technology Resources Acceptable Use Policy</u></a>	12
<a href="#"><u>Sexual Harassment Policy</u></a>	12
<a href="#"><u>Smoking Policy</u></a>	13
<a href="#"><u>Sunshine Policy</u></a>	13
<a href="#"><u>Workplace Emergency Policy</u></a>	13
<a href="#"><u>Workplace Violence Policy</u></a>	13
<b><u>Section 4: Employee Responsibilities</u></b>	
<a href="#"><u>Appearance</u></a>	14
<a href="#"><u>Attendance</u></a>	14
<a href="#"><u>Code of Conduct</u></a>	14
<a href="#"><u>Courtesy</u></a>	15
<a href="#"><u>Expectation of Privacy</u></a>	15
<a href="#"><u>Flexible Work Arrangements</u></a>	15
<a href="#"><u>Performance Appraisals</u></a>	16
<a href="#"><u>Personnel Files</u></a>	16
<a href="#"><u>Probationary Period</u></a>	16
<a href="#"><u>Safety and Use of State Property and Vehicles</u></a>	16
<a href="#"><u>Unacceptable Behavior</u></a>	17
<a href="#"><u>Work Week and Schedules</u></a>	17

**Section 5: Benefits and Compensation**

<a href="#"><u>Adoption Tuition Incentives</u></a>	18
<a href="#"><u>Bi-weekly Pay</u></a>	18
<a href="#"><u>Contract Positions</u></a>	19
<a href="#"><u>Deferred Compensation / 457b</u></a>	19
<a href="#"><u>Dental/Vision Insurance</u></a>	19
<a href="#"><u>Dependent Care Assistance Program (DCAP)</u></a>	20
<a href="#"><u>Employee Expenses and Travel Reimbursements</u></a>	20
<a href="#"><u>Extended Illness Leave Bank (EILB)</u></a>	20
<a href="#"><u>Health Care Spending Account (HCSA)</u></a>	21
<a href="#"><u>Health Insurance</u></a>	21
<a href="#"><u>Holidays</u></a>	22
<a href="#"><u>Life Insurance</u></a>	22
<a href="#"><u>Long-Term Disability Insurance</u></a>	23
<a href="#"><u>MBTA Pass Program</u></a>	23
<a href="#"><u>Military Pay Provision</u></a>	23
<a href="#"><u>Payroll Deductions Mandatory and Optional</u></a>	24
<a href="#"><u>Retirement System</u></a>	25
<a href="#"><u>Ridesharing</u></a>	26
<a href="#"><u>Salary Increases</u></a>	26
<a href="#"><u>Same Sex Marriage Benefits</u></a>	27
<a href="#"><u>Savings Bonds</u></a>	27
<a href="#"><u>U.Fund College Investing Plan</u></a>	27

**Section 5A: Leaves**

<a href="#"><u>Absence from work without pay</u></a>	28
<a href="#"><u>Bereavement Leave</u></a>	28
<a href="#"><u>Blood Donation Leave</u></a>	28
<a href="#"><u>Bone Marrow Donation/Organ Donor Leave</u></a>	28
<a href="#"><u>Contract Positions</u></a>	29
<a href="#"><u>Court/Jury Duty Leave</u></a>	29
<a href="#"><u>Disaster Volunteer Leave</u></a>	29
<a href="#"><u>Domestic Violence Leave</u></a>	29
<a href="#"><u>Family and Medical Leave Act</u></a>	30
<a href="#"><u>Personal Leave</u></a>	30
<a href="#"><u>Sick Leave</u></a>	30
<a href="#"><u>Small Necessities Leave</u></a>	31
<a href="#"><u>Vacation Leave</u></a>	31
<a href="#"><u>Volunteer Leave Programs</u></a>	32
<a href="#"><u>Voting Leave</u></a>	32
<a href="#"><u>Workers' Compensation Leave</u></a>	33

**Section 6: Employee Categories**

<a href="#"><u>Agency Service Fees or Union Dues Deductions</u></a>	34
<a href="#"><u>Civil Service Employees</u></a>	34
<a href="#"><u>Collective Bargaining Employees</u></a>	34
<a href="#"><u>Contract positions</u></a>	35
<a href="#"><u>Interns</u></a>	35
<a href="#"><u>Management/Confidential Employees</u></a>	35
<a href="#"><u>Seasonal/ Intermittent Positions</u></a>	36

**Section 7: Career Development**

<a href="#"><u>Training</u></a>	37
<a href="#"><u>Tuition Remission</u></a>	37
<a href="#"><u>Professional Development/ACES</u></a>	37
<a href="#"><u>Performance Recognition Program</u></a>	37

**Section 8: Leaving State Service**

<a href="#"><u>COBRA</u></a>	38
<a href="#"><u>Leaving State Service and GIC Life and Health Benefits</u></a>	38
<a href="#"><u>Keeping Your Address Current</u></a>	39
<a href="#"><u>Resignation Notice</u></a>	39
<a href="#"><u>Retirement</u></a>	40
<a href="#"><u>Retirement and GIC Changes</u></a>	40
<a href="#"><u>Unemployment Insurance</u></a>	40

**Appendices:**

<a href="#"><u>Appendix I Additional Resources and Contact Information</u></a>	42
<a href="#"><u>Appendix II Publications and Web Links</u></a>	44
<a href="#"><u>Appendix III Collective Bargaining Units</u></a>	46
<a href="#"><u>Appendix IV Types of Positions</u></a>	50
<a href="#"><u>Appendix V Glossary</u></a>	52
<a href="#"><u>Appendix VI Acronyms and Abbreviations</u></a>	57

## Foreword

Welcome to state government!

This Employee Guide was compiled by an interagency task force including representatives from the Human Resources Division who met on a regular basis for several months on this project. Our intent is to provide a central source of accurate information for new employees to help them understand some key policies and human resources information. We hope you find this Guide informative and your career with the Commonwealth of Massachusetts both challenging and rewarding. Please send comments, edits, and suggestions by e-mail to: [orientationguide@hrd.state.ma.us](mailto:orientationguide@hrd.state.ma.us)

Managers should also refer to the Manager Handbook found at [http://www.mass.gov/Ehrd/docs/policies/publications/manager\\_handbook.rtf](http://www.mass.gov/Ehrd/docs/policies/publications/manager_handbook.rtf) or go to [www.mass.gov/hrd](http://www.mass.gov/hrd) and look under “Policies and Benefits” link for Manager Handbook link.

### **An Important Perspective as You Embark on a Career in Public Service:**

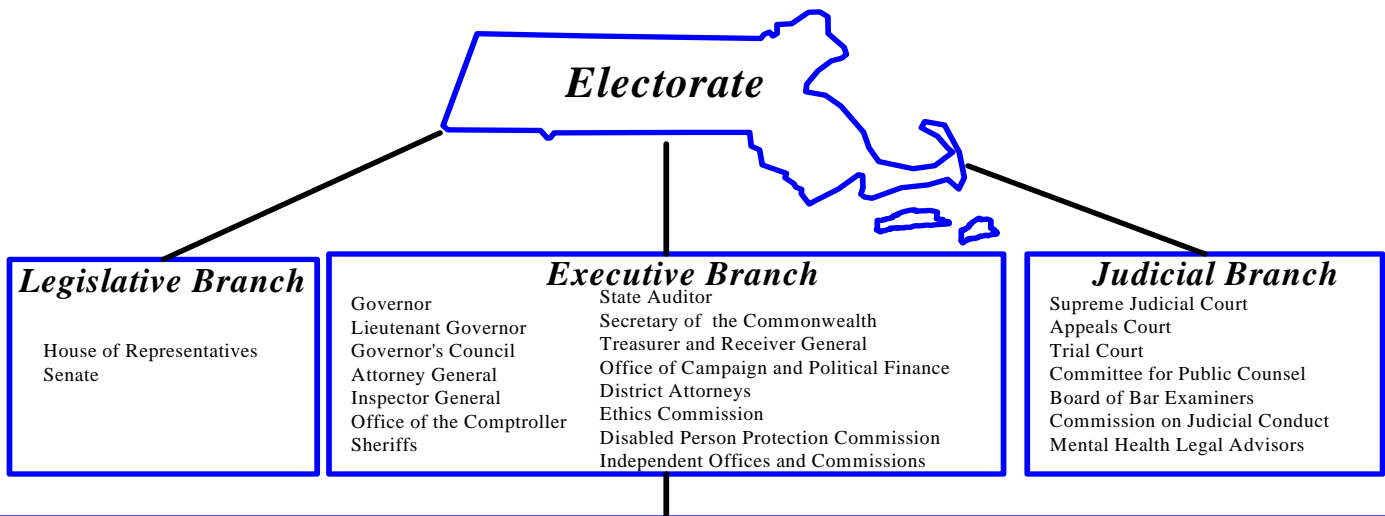
*"Let the public service be a proud and lively career." - John F. Kennedy*

## Purpose of the Guide

This Guide provides a general overview of the rights, responsibilities, and benefits of state employment. It is not an employment contract. The purpose of the Guide is to assist you in finding the correct resource to answer questions regarding employment with the Commonwealth. The Guide is not intended to substitute, replace, overrule, or modify any existing federal and state laws, agency rules, regulations and policies, or terms of a collective bargaining agreement (if relevant) nor be inclusive of every policy. Your agency may have specific employment policies not addressed in this Guide.

All statements contained herein are accurate as of the date of publication of this Guide. While efforts are made to update the Guide as information changes, there may be occasions where a policy has been revised and the change is not reflected herein. It is important to note that the latest policy will prevail.

If you have questions or are unable to find the answers in this Guide or if you believe information has been changed and the Guide has not been updated accordingly, please notify your supervisor or your Human Resources Representative or send an e-mail to: [orientationguide@hrd.state.ma.us](mailto:orientationguide@hrd.state.ma.us).

**Section 2 Commonwealth of Massachusetts Organizational Structure \*****State Agencies****Administration and Finance**

Executive Office Secretary of Administration and Finance

Appellate Tax Board

Bureau of State Office Buildings

Civil Service Commission

Commission Against Discrimination

Department of Revenue

Developmental Disabilities Council

Division of Administrative Law Appeals

Division of Capital Asset Management and Maintenance

George Fingold Library

Group Insurance Commission

Human Resource Division

Information Technology Division

Massachusetts Office on Disability

Operational Services Division

Public Employee Retirement Administration Commission

Massachusetts Teachers' Retirement System

**Public Safety**

Executive Office of Public Safety and Homeland Security

Chief Medical Examiner

Municipal Police Training Committee

Criminal Justice Training Council

Department of Correction

Department of Fire Services

Department of Public Safety

Department of State Police

Massachusetts Emergency Management Agency

Merit Rating Board

Military Division/ Massachusetts National Guard

Parole Board

Sex Offender Registry

**Economic Development**

Executive Office of Economic Development

Department of Business & Technology

Department of Workforce Development

Department of Labor

Board of Conciliation and Arbitration

Division of Industrial Accidents

Joint Labor Management Committee

Labor Relations Commission

Office of Consumer Affairs & Business Regulations

Department of Telecommunications and Energy

Division of Banks

Division of Energy Resources

Division of Insurance

Division of Professional Licensure

Division of Standards

State Racing Commission

**Commonwealth Development Coordinating Council****Housing and Community Development**

Department of Housing & Community Development

**Environmental Affairs**

Executive Office of Environmental Affairs

Department of Conservation and Recreation

Department of Environmental Protection

Department of Food and Agriculture

Department of Fish and Game

State Reclamation Board

**Transportation and Construction**

Executive Office of Transportation and Construction

Massachusetts Highway Department

Massachusetts Aeronautics Commission

Registry of Motor Vehicles

**Health and Human Services**

Executive Office of Health and Human Services

Executive Office of Elder Affairs

Department of Mental Health

Department of Mental Retardation

Department of Public Health

Department of Social Services

Department of Transitional Assistance

Department of Veterans' Services

Department of Youth Services

Division of Health Care Finance & Policy

Massachusetts Commission for the Blind

Massachusetts Commission for the Deaf and Hard of Hearing

Massachusetts Rehabilitation Commission

Office for Refugees and Immigrants

Soldiers' Home, Holyoke

Soldiers' Home, Massachusetts

**Department of Early Education and Care****Education**

Department of Education

Board of Higher Education

University of Massachusetts System

State and Community Colleges

Educational Quality & Accountability

**Board of Library Commissioners**

### ***Branches of State Government***

The Constitution of the Commonwealth of Massachusetts provides for three branches of government: Executive, Legislative, and Judicial.

The Executive branch consists of the Governor, Lieutenant Governor and Governor's Council, as well as the following constitutional officers: Attorney General, Auditor, Secretary of the Commonwealth, and Treasurer and Receiver General. The Commonwealth's state agencies are part of the Executive Branch.

The Legislative branch, elected every two years, is made up of a Senate of forty members and a House of Representatives of one hundred and sixty members.

The Judicial branch consists of the Trial Court, the Appeals Court, and the Supreme Judicial Court.

More information on the structure and functions of state government, including the legislative and budget process, can be found on the state web site [www.mass.gov](http://www.mass.gov) and at the Secretary of the Commonwealth web site at <http://www.state.ma.us/sec/cis/cisidx.htm>.

A broader state organizational chart is also available on the Internet at <http://www.mass.gov/portal/includes/mgorgchart.html>



## Section 3

### Federal and Statewide Policies, Employment Laws and Rules

#### ***Affirmative Action, Diversity, and Equal Employment Opportunity***

The Commonwealth's diversity goal is to value the differences among the Commonwealth's employees. These differences include but are not limited to race, gender, sex, color, national origin and ancestry, religion, age, mental/physical disability, sexual orientation, veteran's status, organization level, economic status, geographical origin, marital status, communication and learning styles and other characteristics and traits. This goal emphasizes the development of inclusive work environments that capitalize on each employee's skills, talents and perspectives as we set forth an unparalleled standard of excellence. It is the policy of the Commonwealth that every agency within the Executive Branch issues an Affirmative Action Plan, which describes specific objectives and actions to improve employment practices, policies, procedures and opportunities for protected group members. The Affirmative Action Plan applies to protected group members at all levels and occupations department-wide. If you desire a copy of your agency's Affirmative Action plan, you may request a copy from your Diversity Officer.

#### ***Self-Identification Process***

On a periodic basis, but at least annually, the Commonwealth offers employees the option to self-identify as a racial minority, person with a disability or a Vietnam-Era Veteran for purposes of Affirmative Action status. There are two optional Affirmative Action Data Records inserts included in the employment application. The individual employee may utilize these forms to self-identify. An employee may also request the Affirmative Action Data Records from their Diversity Officer. Please note that in order to qualify for Affirmative Action status as a Vietnam-Era Veteran, the employee must apply for Eligibility Certification that is issued by the Office of Diversity and Equal Opportunity. Forms are available from the Office of Diversity and Equal Opportunity.

All Affirmative Action Data Records identifying an employee as a person with a disability should be given to the agency's ADA Coordinator for handling. Should you have any questions regarding the self-identification process, please contact your agency's Diversity Officer or the Office of Diversity and Equal Opportunity.

#### ***Veterans***

Under [Executive Order 478](#), individuals who served during the Vietnam Era are eligible to receive affirmative action protection through a certification process. The certification process is designed to ensure that Vietnam-Era Veterans and persons disabled as a result of participating in the Vietnam conflict fully participate and have equal access to employment opportunities. Certification affords the Vietnam-Era Veteran affirmative action status in hiring, promotions, demotions, transfers, and reductions in force. Veterans must provide the Office of Diversity and Equal Opportunity with an application, which can be found on the Human Resources Division's website under Office of Diversity and Equal Opportunity and a certified copy of their Department of Defense (DD) Form 214. The form must clearly identify the type of discharge, dates of active duty, name, and social security number. Active duty does not include members of the Reserves or National Guard.

The criteria by which the request for certification is verified is: (1) a person who served on active duty for a period of more than 90 days, any part of which occurred between August 5, 1964 to May 7, 1975 and was discharged or released with other than a dishonorable discharge; or (2) was discharged or released from active duty for a service connected disability if any part of such active duty was performed between August 5, 1964 and May 7, 1975. If an application does not satisfy the established criteria, a formal rejection notification will be sent to the applicant so that the veteran may appeal the denial.

### *Americans with Disabilities Act (ADA)*

The ADA is a federal law that prohibits discrimination on the basis of disability in employment, state and local government, public accommodations, commercial facilities, transportation and telecommunications. In the employment context, a qualified individual with a disability cannot be discriminated against in job application procedures, hiring, firing, promotion, compensation, job training, and other terms, conditions and privileges of employment. An employer has a duty, if requested, to make a reasonable accommodation to the known

disability of a qualified individual if it would not impose an undue hardship on the employer's business operations.

There is also a state law protecting disabled employees from discrimination on the basis of their disability. It can be found in [Massachusetts General Laws, Chapter 151B, section 4 \(16\)](#). Please contact your agency's ADA Coordinator or Diversity Officer if you require accommodation or further information.

### *Campaign and Political Activity*

The Campaign Finance Law ([Massachusetts General Laws, Chapter 55](#)) does not prohibit public employees from engaging in political activity, as long as such activity: 1) is not undertaken during work hours or otherwise using public resources, and 2) does not include soliciting or receiving political contributions.

The Campaign Finance Law ([Massachusetts General Laws, Chapter 55](#)) prohibits all compensated state, county, and municipal employees from:

- Selling tickets to a political fundraiser or otherwise soliciting or collecting contributions in any manner, such as by phone or mail
- Serving as treasurer of a political committee
- Allowing the employee's name to be used in a solicitation letter or fundraising phone calls
- Helping identify people to be targeted for political fundraising
- Using public resources for political campaign purposes, such as influencing the nomination or election of a candidate or the passage or defeat of a ballot question

The Massachusetts conflict of interest law ([MGL c. 268A](#)) prohibits **all** state, county, and

municipal public employees, **whether compensated or not**, from:

- Using any public resources or facilities, or the state seal or coat of arms, for campaign purposes.
- Engaging in any campaign activities during their normal public working hours

(For appointed employees) Soliciting campaign contributions or services, or anything else of substantial value, from subordinate employees, vendors they oversee, or anyone within their regulatory jurisdiction

- Representing a campaign (or anyone else) in connection with some matter in which the employee's own level of government (state or local) has a direct and substantial interest (unless they are "special" employees)

For more information, contact the Office of Campaign and Political Finance or the State Ethics Commission (see contact information in [Appendix I](#)) or your agency's legal counsel or refer to these web sites: <http://mass.gov/ocpf>, <http://www.mass.gov/ethics> and <http://www.mass.gov/ethics/adv4.htm>

### ***Conflict of Interest and Financial Disclosure Policy***

[Chapter 268A](#) of the Massachusetts General Laws requires that state employees give undivided loyalty to the state and act in the public interest rather than for private gain. This law sets forth a minimum standard of ethical conduct for all state employees and officials. The purpose of the law is to ensure that public employees' private financial interests and personal relationships do not conflict with their public obligations. The law governs what you may do on the job, what you may do after hours or "on the side," and what you may do after you leave public service. It also sets standards of conduct for all state employees and officials. The State Ethics Commission provides free,

confidential legal advice about how the law applies in a particular situation. We encourage you to seek legal advice from the Commission or your agency's legal counsel if you face a potential conflict of interest. All state employees are encouraged to complete an online training program on state ethics:

[http://db.state.ma.us/ethics/quiz\\_MEthics/index.asp](http://db.state.ma.us/ethics/quiz_MEthics/index.asp)

Some employees may be required to file annual financial disclosure forms with the State Ethics Commission. For more information, contact the Massachusetts State Ethics Commission (see contact information in [Appendix I](#)) or refer to this web site: <http://www.mass.gov/ethics>

### ***Domestic Violence Policy***

The Commonwealth has a zero-tolerance policy for domestic violence occurring within or outside the workplace. [Chapter 209A of the Massachusetts General Laws](#) defines domestic violence as a form of abuse among former or present household members, former or current spouses, individuals in substantive dating relationships, individuals who share a biological child, and biological relatives of current employees.

Domestic violence is also defined by [Executive Order 398](#) as any action in violation of a restraining order. For a complete description of the Commonwealth's Domestic Violence Policy, please refer to [Executive Order 398](#). Questions on the policy may be directed to HRD at 617-878-9822.

Contact information for a hotline for victims of domestic violence can be found in [Appendix I](#).

### ***Drug-Free Workplace Policy and the Governor's Annual Drug-Free Workplace Act Certification***

In a good faith effort to comply with the federal Drug-Free Workplace Act of 1988, the Commonwealth seeks to ensure a safe, healthy, and productive work environment for all

employees. Employees of state agencies receiving federal grant funding must accept all of the conditions required by the federal government regarding controlled substances.

### ***Information Technology Resources Acceptable Use Policy***

The Commonwealth's Information Technology Resources ("ITRs") include computers, printers and other peripherals, programs, data, local and wide area networks, and the Internet. ITRs are the property of the Commonwealth of Massachusetts.

The Executive Office for Administration and Finance (ANF) has issued an Acceptable Use Policy (AUP), available at [http://www.mass.gov/Aitd/docs/policies\\_standards/acceptableuse.pdf](http://www.mass.gov/Aitd/docs/policies_standards/acceptableuse.pdf) governing the use of ITRs owned by all agencies that fall under ANF. The AUP is a "floor" policy; its minimal provisions are effective in all Executive Department agencies but agencies are free to adopt more restrictive policies regarding ITR use, and some have done so. Under the AUP, use of agency ITRs by any employee or contractor constitutes acceptance of the terms of the AUP and any more restrictive policies adopted by agencies. Users of agency ITRs are responsible for reading the AUP and any additional more restrictive policies adopted by the agency that owns the ITR.

The AUP addresses user responsibility, acceptable and unacceptable uses of ITRs, data confidentiality, copyright protection, computer viruses, network security, and email use. IT also addresses the issue of privacy. ***Employees should note that, under the AUP, users (authorized and unauthorized) of the Commonwealth's ITRs have no explicit or implicit expectation of privacy.*** Under the AUP, agencies retain the right, and when reasonable and in pursuit of legitimate needs for supervision, control, and the efficient and proper operation of the workplace, will exercise, the right, with respect to agency ITRs to inspect any user's computer, any data contained in it, and any data sent or received by that computer. Users of agency ITRs should be aware that network administrators, in order to ensure proper network operations, routinely monitor network traffic. Use of agency ITRs constitutes express consent for the agency to monitor and/or inspect any data that users create or receive, any messages they send or receive, and any web sites that they access.

### ***Sexual Harassment Policy***

It is the policy of the Commonwealth that all employees experience a work environment free from all forms of discrimination, including sexual harassment. Sexual harassment undermines the integrity of the work place and the personal dignity of the individual. All complaints of sexual harassment will be investigated and promptly resolved. Any employee found to be engaging in sexual harassment is in violation of the law (Title VII of Civil Rights Act of 1964 and [Massachusetts General Law, Chapter 151B](#)) and Commonwealth policy, and may therefore be subject to disciplinary action.

Massachusetts General Laws define sexual harassment as a form of sex discrimination. Sexual harassment includes unwelcome sexual advances, requests for sexual favors or other behavior of a sexual nature when: 1) Submission to or rejection of such advances, requests or behavior is made, either explicitly or implicitly, a term or condition of employment or a basis for an employment decision; or 2) Such behavior has the purpose or effect of unreasonably interfering with work performance; or 3) Such behavior has the purpose or effect of creating an intimidating, hostile, humiliating or sexually offensive work environment.

### ***Smoking Policy***

Smoking is prohibited in all enclosed workplaces, including but not limited to all buildings owned, leased, or otherwise occupied by the Commonwealth. Smoking is also not allowed in state vehicles. Individuals who violate the statewide smoking ban may be

subject to civil penalties under the law or may be subject to disciplinary action. Please refer to [Massachusetts General Laws, Chapter 270, Section 22](#) for additional details of the ban.

### ***Sunshine Policy***

[Executive Order 444](#), section 1 states that, "Each person applying for employment within the Executive Branch under the Governor must disclose in writing, upon such application, the names of all immediate family as well as persons related to immediate family by marriage

who serve as employees or elected officials of the Commonwealth." In this policy, immediate family member is defined as spouse, child, parent, and sibling and those related to individuals by marriage (i.e. the spouse's child, parent, and sibling.)

### ***Workplace Emergency Policy***

There may be rare situations where conditions arise that create an intolerable or unsafe working situation for employees. Examples of such occasions may include the lack of water, electricity or heat in a state-owned or leased building. In these cases, the Commonwealth must ensure that the needs of its clientele and the public are provided for while ensuring the safety and well being of its employees. Refer to the emergency office closing memo in [Appendix II](#) for additional information on how these situations are handled.

When the Commonwealth is faced with an emergency that impacts the staffing of state offices, the Governor, or his designee, will contact MEMA to publicize the decision

regarding Non-Emergency Personnel. MEMA will be responsible for contacting each Cabinet Secretary and Division Director regarding the decision of the Governor. It is the responsibility of all departments/agencies to identify Emergency Personnel who will be required to report to their assigned work site as scheduled, regardless of an emergency situation, due to the critical nature of their job functions. Emergency Personnel are generally charged with the care and custody of patients and/or prisoners or are responsible for the delivery of other critically important public services. Refer to the emergency notification memo link in [Appendix II](#) for additional information on how these situations are handled.

### ***Workplace Violence Policy***

In accordance with [Executive Order 442](#), the Commonwealth has a zero-tolerance policy for workplace violence. The purpose of the Workplace Violence Policy is to prevent and minimize the risks associated with workplace violence and to ensure that the Commonwealth's

employees, contractual staff, and volunteers work in an atmosphere free from such violence. Questions on the policy may be directed to HRD at 617-878-9822.

## Section 4

### Employee Responsibilities

You have an obligation and responsibility to conduct yourself at all times with the public and at the workplace in a friendly, courteous and professional manner. You can influence the perception of the state workforce as you interact with the public and it is critical that this

experience be positive for all parties involved. This demonstrated professionalism must be evident in not only the manner in which you conduct business with the public and at the workplace, but also in your appearance.

#### *Appearance*

Your clothing and appearance should be appropriate and safe for the type of work you do. Your supervisor will let you know if there are any special clothing requirements. You are expected to dress appropriately for the type of work you perform. As part of the orientation

with your department/agency, you will be told what is inappropriate dress, or provided appropriate dress guidelines for your specific workplace. Each agency may decide to establish their own dress code.

#### *Attendance*

You are responsible for arriving at and leaving work at the times agreed upon in the work week schedule authorized by your supervisor, including returning on time from all break periods. If you are unable to report to work, notify your supervisor at the beginning of your usual workday, or as soon as possible. Be sure you understand your work schedule and ask your supervisor if you have questions. If you are absent from work without authorization from

your supervisor, you may be subjected to disciplinary action, up to and including discharge from state service. Please review your collective bargaining agreement or the "Rules Governing Paid Leave and Other Benefits for Managers and Confidential Employees" (known as the Red Book.) Please also see the statewide Time and Attendance Policy (link can be found in [Appendix II](#)).

#### *Code of Conduct*

##### ***Managers and Confidential Employees***

Respecting and honoring the public trust placed in those who work in state government is an issue of paramount importance. In order to ensure that you are cognizant of your obligations and have full understanding of the implications of your actions and/or omissions, the Executive

Office for Administration and Finance has issued a Code of Conduct for managers and non-union employees.

Here is a link to the code of conduct:

[http://www.mass.gov/Ehrd/docs/policies/files/manager\\_code\\_of\\_conduct.rtf](http://www.mass.gov/Ehrd/docs/policies/files/manager_code_of_conduct.rtf)



### ***Code of Conduct (cont.)***

#### ***Bargaining unit employees***

Most collective bargaining contracts also contain Codes of Conduct similar to that of

#### ***All employees***

Each Code serves as a guide to educate covered personnel to understand the kinds of situations that may arise both inside and outside of the workplace and provides specific information concerning violations of the Code and the resulting penalties. All managers and employees covered by a Code of Conduct are required to read the Code and sign the *Receipt Form*, attesting that they have a responsibility to read and comply with the provisions of the Code.

managers/confidential employees that include additional issues unique to those classes of jobs.

In addition to the Codes of Conduct discussed above, the conflict of interest law and the campaign finance law also govern the activities of public employees. Failure to comply with these laws may result in civil or criminal sanctions. For additional information, visit the State Ethics Commission website at <http://www.mass.gov/ethics> and the Office of Campaign and Political Finance website at <http://www.mass.gov/ocpf>

### ***Courtesy***

You are expected to conduct yourself courteously and responsibly at all times. Remember that the image of your organization rests upon the behavior of the employees who represent it. You represent the Commonwealth

of Massachusetts and it is important for you to make a positive impression for those you serve, the citizens of the Commonwealth, as well as your colleagues.

### ***Expectation of Privacy***

Any documentary materials or data made or received by an employee of the Commonwealth, regardless of its physical form, may be considered a public record and subject to the Public Records Law. To find out more about the Massachusetts Public Records Law, please refer to <http://www.sec.state.ma.us/pre/preidx.htm> or [Massachusetts General Laws, Chapter 4, Section 7\(26\)](#).

In addition, you should be aware that objects and areas in which you may keep personal belongings, including but not limited to desks, filing cabinets, voicemail messages, and lockers, are the property of the Commonwealth and may be accessed by your Employer at any time. Please contact your supervisor if you have questions about this.

### ***Flexible Work Arrangements***

Some agencies may offer flexible work schedules including part-time work and job sharing. You must follow your assigned work schedule. Adjusted work schedules will be subject to prior approval. Request for flexible work schedules must be submitted in writing to your supervisor and must include justification,

duration, and purpose. If your agency has flexible work schedules you must adhere to the guidelines set forth by your agency. If you have any questions please contact your supervisor or your Human Resources Representative.

### ***Performance Appraisals***

Your job performance will be evaluated twice annually. You and your supervisor will participate in the regular employee appraisal process throughout your career. This gives you and your supervisor an opportunity to discuss your job performance and career development. This evaluation system is called Achievement

and Competency Enhancement System (ACES) for managers and Employees Performance Review System (EPRS) for other non-management employees. Please check with your supervisor or Human Resources Representative for more information.

### ***Personnel Files***

You have the right, upon request, to examine and receive copies of any and all materials contained in your official Personnel File relating to your employment. There may be a nominal fee charged for duplication. Please allow a reasonable amount of time for a file to be copied.

Confidential or restricted information contained in the official Personnel File may be disclosed only to persons authorized by law for official purposes.

### ***Probationary Period***

In order to determine if you can successfully perform all of the duties of your position, you will serve a probationary period. The length of your probation depends on your particular job, but it is generally six months in duration. Your job description/duty statement describes your responsibilities and the standards for accomplishing the specific tasks or set of duties.

If you are an employee covered by a collective bargaining agreement, you may request union representation during disciplinary proceedings during the probationary period, but you do not have rights to appeal disciplinary action taken against you. Please refer to your respective bargaining union agreement for specific probationary periods.

### ***Safety And Use Of State Property And Vehicles***

All departments make great effort to provide a healthy and safe work environment. It is your responsibility to perform and complete your assignment and operate equipment safely. If during the course of your assignments you become aware of a situation that may endanger you or someone else's health or safety, notify your supervisor immediately. Safety is everyone's responsibility. If you are required to drive a vehicle for official state business, you

must have a valid driver's license appropriate to the type of vehicle(s) you operate. Training courses may be required. Please consult your supervisor. In addition, all employees who drive or are passengers in any vehicle used in the conducting of state business are required to wear seat belts, refrain from smoking, stay within the posted speed limits, and adhere to all motor vehicle regulations.



### ***Unacceptable Behavior***

You are prohibited from using state facilities, equipment, or work time to conduct personal business. Your agency/department may provide you with a copy of its guidelines regarding incompatible activities, which must be followed.

You are prohibited from conducting illegal activities anywhere on state-owned property. Abusing controlled substances, drinking alcohol, or being under the influence of controlled substances and/or alcohol on state premises, or while conducting state business is also prohibited.

You are prohibited from participating in political activity that involves the use of any state resource, which includes state property, funds, equipment, supplies, phones, computers, vehicles, travel, and work time.

Infractions in any of these aforementioned areas may result in disciplinary actions ranging from an informal reprimand to discharge.

This list of prohibited activity is not meant to be all-inclusive. There may be other activities that are not acceptable. Please see your supervisor for guidance.

### ***Work Week and Schedules***

Most employees have a standard workweek of 37.5 or 40 hours. Some employees may be required to work varying shifts and/or holidays. Your agency determines your work hours based on their hours of operation. Your breaks are

covered by your collective bargaining agreement or by state law (30 minute meal break required after six hours of work per state law.) Please check with your supervisor if you have any questions on your work hours.

## Section 5

### Benefits and Compensation

If you have any questions on any items in this section, please contact your Human Resources Representative.

#### *Adoption Tuition Incentives*

The Tuition Remission provision of the Massachusetts Department of Social Services (DSS) Adoption Assistance Program provides free tuition at Massachusetts state and community colleges and at the University of Massachusetts to DSS children adopted by full-time or regular part-time state employees on or after

January 1, 1995. There is a minimum length of service requirement for state employees and the level of tuition reimbursement may vary depending on course type. Please see Executive Order 417 for more details.  
<http://www.lawlib.state.ma.us/ExecOrders/eo417.txt>

#### *Bi-Weekly Pay*

The Commonwealth uses a bi-weekly (14 day) payroll system. Under this system, your first payroll advice is issued on the Friday of the week following the normal bi-weekly pay period. Each payday you will receive a payroll advice that displays:

- gross bi-weekly itemized earnings
- year-to-date gross earnings
- net earnings
- the type and amount of the deductions
- sick, vacation, personal leave and compensatory time balances

Please review your payroll advice each pay period to ensure the accuracy of the information contained, since corrections may be prohibited after a period of time elapses. Please immediately notify your payroll timekeeper or Human Resources

Representative of any issues you have with the accuracy of your pay advice.

If you are a state employee or a contract employee, you are required to have direct deposit for your bi-weekly pay. Your net pay will be deposited to a checking and/or savings account(s) at a bank or credit union of choice from the New England Automated Clearing House (NEACH) listing. Please remember to notify your Human Resources Representative before making changes to your bank account number or switching banks. Your pay advice includes information on those bank accounts receiving direct deposit distributions. Please note your first pay advice *may* be a "live" check that needs to be deposited and cashed. Once direct deposit has gone into effect, your pay advice will read "non-negotiable."

### ***Contract Positions***

If you are employed in a contract position, you must participate in direct deposit and contribute towards the state retirement program or Alternate Retirement Plan (OBRA), depending on your situation. You are not entitled to any other benefits outlined

in Section 5 of this Guide except for the Dependent Care Assistance Program (DCAP). See the Group Insurance Commission's website ([www.mass.gov/gic](http://www.mass.gov/gic)) for eligibility and program details.

### ***Deferred Compensation / 457b (Optional)***

The Massachusetts Deferred Compensation SMART Plan is a supplemental retirement savings program offered by the State Treasurer and administered by a private financial services provider. SMART stands for ***Save Money and Retire Tomorrow***. Authorized under Section 457 of the IRS, the SMART Plan allows you to save and invest before-tax dollars for retirement through voluntary salary deferrals. You decide, within IRS legal limits, how much of your income you want to defer as this account is solely funded by your own contribution and does not receive contributions from your employer. Your Payroll Department will reduce your paycheck by that amount **before** income taxes and your contributions will be

invested, per your instructions, to one or more of the investment options offered under the Plan. There is no employer contribution match. A nominal monthly administrative fee will be charged to your account. Contributions and any earnings that accumulate over the years are not taxed until you receive them. Distributions are allowed upon separation of service, death or incurring of an unforeseeable emergency as defined by the IRS. Participating in the SMART Plan will not replace or reduce any pension or Social Security benefits. For more information please contact your human resources office or the SMART Plan (contact information found in [Appendix I](#)).

### ***Dental/Vision Insurance (Optional)***

If you are a manager or confidential employee, please contact your Human Resources Representative for information on enrolling in the dental/vision plan offered by the Group Insurance Commission. The plan primarily covers managers, legislators, legislative staff and certain Executive Office staff. Employees of authorities, higher education, and the Judicial Trial Court system are not eligible.

If you are an employee covered by a collective bargaining contract, please contact your union representative for more information on enrolling in a dental and vision plan that is offered by a private vendor and funded by a jointly administered labor-management Health and Welfare fund.

***Dependent Care Assistance Plan (DCAP) (Optional)***

The Dependent Care Assistance Plan, offered by the Group Insurance Commission, allows employees to pay for certain dependent care expenses, such as child care and day camp, with before-tax dollars. Participating in DCAP can significantly reduce your federal and state income taxes. There is a nominal monthly pre-tax administrative fee. It is important to estimate your expenses carefully, as the Internal Revenue Service requires that any

unused funds in a participant's account at plan year-end be forfeited. Active state employees including contract employees who work half-time or more and have employment-related expenses for a dependent child under the age of 13 and/or a disabled adult dependent are eligible for DCAP. The fall open enrollment period takes place in November and December for the following calendar year. You must re-enroll each year in the plan.

***Employee Expenses and Travel Reimbursements***

Generally, if you are approved to use your personal automobile for work-related travel, you will be reimbursed for mileage. This mileage reimbursement is intended to cover your cost of garage fees, parking, tolls, and other travel charges. For further information regarding travel expenses, please refer to the applicable collective bargaining agreement or Red Book. Please note some collective bargaining agreements have additional benefits. Please check with your Human Resources Representative on your eligibility

for other expenses being paid or reimbursement for items such as clothing allowances, meals, or equipment.

Please see your supervisor to receive a reimbursement form. Reimbursements are deposited to your direct deposit account and your pay advice will reflect the reimbursement. Therefore, it is important that you update your Human Resources Representative if your bank account information changes.

***Extended Illness Leave Bank (EILB) (Optional)***

You may be eligible to join the EILB, which may be used only when you experience a serious illness or injury. This is a voluntary program that allows you to receive benefits for yourself or assist other employees experiencing prolonged illness or injury who otherwise would be forced to take an unpaid

leave of absence. Membership in EILB is limited to specific open enrollment periods. Members must donate leave time annually to maintain enrollment. Please contact your Human Resources Representative if you would like to receive more information on membership and withdrawal criteria.

### ***Health Care Spending Account (HCSA) (Optional)***

The HCSA program, offered through the Group Insurance Commission, allows you to pay for certain non-covered health related expenses with pre-tax dollars, thus reducing your federal and state income taxes. Expenses must be medically related. Examples include physician office and prescription drug co-payments, medical deductibles and coinsurance, eyeglasses and contact lenses not covered by your health or vision plan, orthodontia and dental benefits not covered by your dental plan, and most over-the-counter drugs.

If you participate in the HCSA, you will be charged a nominal monthly pre-tax administrative fee. It is important to estimate your expenses carefully, as the Internal Revenue Service requires that any unused funds in a participant's account at plan year-end be forfeited. You must be eligible for GIC benefits to be eligible for the HCSA plan and the waiting period is the same as for health benefits (see [Health Insurance](#)). The fall open enrollment period takes place in November and December for the following calendar year. You must re-enroll each year in the plan.

### ***Health Insurance (Optional)***

The Group Insurance Commission (GIC) administers health insurance coverage. You can either elect to participate in an insurance plan that is a Health Maintenance Organization (HMO), a Preferred Provider Organization (PPO), Point of Service Plan (POS), or an Indemnity Plan. Please contact your Human Resources Representative and see the GIC's *Benefit Decision Guide* for detailed information regarding health insurance options.

If you enroll in this optional benefit, your health insurance becomes effective on the first day of the month after you have been employed for two (2) full calendar months or 60 calendar days, whichever comes first.

Premiums are deducted on a bi-weekly basis from your pay advice. The percentage of the premium contributed by the employee depends on the date of hire or annual salary and currently ranges from 15% to 25%.

If you do not elect to carry health insurance within 10 days of employment, you will generally not be eligible to obtain insurance until the annual enrollment period which usually occurs during the months of April and May with coverage taking effect on July 1st. Certain circumstances (i.e. loss of coverage elsewhere) may warrant a waiver of this restriction. Any change selected during the annual enrollment period is effective July 1st of that year.

### ***Holidays***

The State observes the following paid holidays:

**January 1:** New Year's Day

**3rd Monday in January:**

Martin Luther King Day

**3rd Monday in February:**

President's Day

**\*March 17: Evacuation Day**

(Suffolk County)

**3rd Monday in April:** Patriots Day

**Last Monday in May:** Memorial Day

**\*June 17:** Bunker Hill Day

(Suffolk County)

**July 4:** Independence Day

**1st Monday in September:** Labor Day

**3rd Monday in October:**

Columbus Day

**November 11:** Veterans Day

**4th Thursday in November:**

Thanksgiving

**December 25:** Christmas Day

\*Offices outside of Suffolk County must remain open on Suffolk County holidays. If you work a Suffolk County holiday, you are entitled to a day off with pay, to be used within a certain amount of time following the holiday as approved by your supervisor. Please see your collective bargaining agreement or the Red Book for details.

If a holiday falls on a Sunday, the following Monday is observed as the holiday. If a holiday falls on a Saturday, most employees

will be given the preceding Friday off. State law requires, however, that state offices remain open on a Friday that precedes a Saturday holiday. This means that a sufficient number of employees will be required to work to provide coverage, and those who do so will be given an additional day off, within a certain amount of time, with the approval of their supervisor. Whenever possible, the following Monday should be used as the additional day off.

### ***Life Insurance (Basic and Optional)***

Life insurance is offered through the Group Insurance Commission (GIC.) See your *GIC Benefit Decision Guide* for additional information.

**Basic Life Insurance:** The Commonwealth offers \$5,000 of basic life insurance as part of your health insurance plan. You may choose to enroll in basic life insurance without enrolling in the health insurance plan. You and the Commonwealth share the cost of this insurance.

**Optional Life Insurance:** This term insurance covers you and pays your

designated beneficiaries in the event of your death or certain other catastrophic events. Employees pay 100% of the premium. As a new employee, you may enroll in Optional Life Insurance for a coverage amount of up to eight times your salary without the need for any medical review. If you do not elect optional life insurance coverage when first eligible, or do not elect the maximum amount available, you can apply at any time by completing a medical application for the insurance carrier's review and approval.

### ***Long-Term Disability Insurance (LTD) (Optional)***

LTD, offered by the Group Insurance Commission, is an income replacement program that protects you in the event you become disabled or are unable to perform the material and substantial duties of your job. It allows you to receive a portion of your salary on a tax-free basis.

If you are a new full-time or half-time employee, who works at least 18.75 hours in

a 37.5 hour workweek or 20 hours in a 40 hour workweek, you may apply to enroll in the LTD plan without providing evidence of good health within 31 days of hire. If you do not enroll within 31 days of hire, you are eligible to enroll in the LTD plan at anytime but you will be required to provide evidence of good health for the vendor's approval to enter the plan. Employees pay 100% of the premium.

### ***MBTA Pass Program (Optional)***

The MBTA Pass Program allows employees to purchase **Charlie Cards, Charlie Tickets and Interzone** passes through payroll deductions.

The Charlie Card is issued for BUS, LINK and Senior Pass recipients. The Charlie Card is a long term use card. When an employee is assigned a Charlie Card and it is activated, it will continue to work as long as monthly payroll deductions are made.

Charlie Tickets are issued for commuter rail and commuter boat passes. Employees are issued a monthly pass each month.

The MBTA passes are a pre-tax deduction based on the federally approved dollar amount according to IRS Code 26 sections 132f.

As a card or ticket holder, you may be qualified to receive a discount on your auto insurance. Please contact your insurance agent for detailed information.

### ***Military Pay Provision***

If you serve in the Armed Forces of the Commonwealth (Massachusetts National Guard) including participating in an Annual Tour of Military Duty, you will receive regular state pay without losing any ordinary compensation that you would have received, up to a maximum of 34 days per state fiscal year (July 1 to June 30). You must meet the conditions outlined in the [Massachusetts General Law, Chapter 33](#), sections 38, 40, 41, 42, 59, and 60 to qualify for this benefit.

If you participate in an Annual Tour of Military Duty as a member of a reserve component of the Armed Forces of the United States, you will receive regular state pay without losing any ordinary compensation that you would have received, up to a maximum of 17 days per federal fiscal year (October 1 to September 30).

You must meet the conditions outlined in the [Massachusetts General Law, Chapter 33](#), section 59 to qualify for this benefit.

In accordance with Chapter 77 of the Acts of 2005 Amending Chapter 137 of the Acts of 2003, the Military Pay Act provides that if you are called for active military service after September 11, 2001 in the Army National Guard, the Air National Guard or a Reserve Component of the Armed Forces, you may be entitled to compensation equal to the difference between your state pay and your military pay if your state base pay is higher. This Act applies through September 11, 2008. See link to additional information in [Appendix II](#). Please notify your Human Resources Representative in advance if you will be participating in any military duty.

***Payroll Deductions (Mandatory)***

<b>Name</b>	<b>Description</b>
Federal Tax	Complete W-4 form
State Tax	Complete M-4 form
Medicare	1.45% of “Gross pay” if you were hired on or after April 1, 1986
Retirement – Pre Tax (or alternative OBRA for contract employees)	The first \$2,000 is subject to federal tax, not subject to state tax; your contributions in excess of \$2,000 are subject to both federal and state tax.
Additional Retirement – 2% - Pre Tax	An additional 2% retirement contribution will be deducted bi-weekly from your paycheck if you have regular annual compensation over \$30,000 and you entered state service on or after January 1, 1979.
Agency Service Fees or Union Dues	This applies only if you are covered by a collective bargaining agreement.

***Payroll Deductions (Optional)***

- Basic and Optional Life Insurance
- Health Insurance
- GIC Dental and Vision (Managers and Confidential employees)
- Long-Term Disability Insurance
- Massachusetts Deferred Compensation SMART Plan (supplemental retirement savings program) Pre-tax
- Dependent Care Assistance Program (DCAP) – Pre-Tax
- Health Care Spending Account (HCSA) - Pre-Tax
- HCSA/DCAP Administrative Fee – Pre-Tax
- Commonwealth of Massachusetts Charitable Campaign (COMECC)
- Savings Bonds
- Personal deduction to a credit union, bank, U.Fund (college savings plan)
- MBTA Pass Program
- Union sponsored plans including dental and vision (contact union for more information)



## *Retirement System*

If you are a regular state employee (half-time or more), you are required to enroll as a member of the State Employees Retirement System administered by the State Board of Retirement. Contract employees and those who do not meet the membership criteria of this program are required to enroll in the Alternate Retirement Plan (OBRA). Under Massachusetts Law, the first \$2,000 of combined Retirement and Medicare withholdings is pre-tax for state tax withholding purposes.

Your date of hire and rate of pay determine the percentage rate of your bi-weekly retirement deduction.

Hired before January 1, 1975	5%
Hired on or between January 1, 1975 – December 31, 1983	7%
Hired on or between January 1, 1984 – June 30, 1996	8%
Hired on or after July 1, 1996 – present	9%
State Police hired on or after July 1, 1996 – present	12%

If you were hired on or after January 1, 1979, an additional 2% is deducted for retirement on the amount of your salary that exceeds \$30,000.

Your deduction for the retirement system begins with your first pay advice. The Commonwealth does not contribute a specific percentage per employee towards this program; however the Commonwealth contributes an overall amount annually to the fund needed to cover any unfunded liability.

If you are a member employed on a full-time basis, you will earn one year of creditable service for each year of service completed. If you are a member employed on a less than full-time basis, you will earn an amount of service that equals your percentage of full-time service (i.e. creditable service is prorated.)

If you re-enter the System with funds on deposit or transfer from another Contributory Retirement System, you maintain your contribution level.

Generally, you will be eligible for retirement once you have 20 years of service or if you are at least age 55 with at least 10 years of service. If you meet all the eligibility requirements for retirement, you can retire with a retirement allowance up to 80% of the average of your highest 36 months of regular compensation. Earnings such as certain differentials may have been identified as “regular compensation” for retirement purposes. Social Security benefits may be affected by your state pension under federal law.

Because of the many variables connected with retirement, it is vital that you discuss your situation in advance with a Retirement Counselor at the State Board of Retirement. The contact information for the State Board of Retirement may be found in [Appendix I](#).

### ***Ridesharing***

MassRIDES is the Massachusetts Executive Office of Transportation's statewide travel option program, providing free assistance to anyone who wants to save money, save time, and improve their commute. Travelers and commuters throughout the Commonwealth can go online to find a

carpool partner, join a vanpool, or receive information on transit options for your commute. MassRIDES also offers a bilingual customer service line with round-the-clock access to travel information. Contact information for MassRIDES is included in [Appendix I](#).

### ***Salary Increases***

Generally bargaining unit employees advance to the next higher salary in your job grade in the salary chart, referred to as the next step, after each fifty-two (52) weeks of creditable service and if your performance is satisfactory. For most of these employees, this salary increase is received on their anniversary date, which is the date of their hire or the date of their last or most recent promotion.

If you are an employee covered by a collective bargaining agreement, overall salary rates are established through collective bargaining. Please contact your Human Resources Representative for a copy of the current bargaining unit salary chart or refer to a copy of your collective bargaining agreement

If you are a manager, salary increases are determined by the Human Resources Division and are awarded based upon job performance. Please contact your Human Resources Representative for a copy of the current management salary chart.

If you are a confidential employee, your salary increase is subject to the approval of the Chief Human Resources Officer and conforms to the salary rate increases of the respective collective bargaining agreement.

If you are a seasonal or intermittent employee, you will receive a step increase after you have worked an equivalent of 52 weeks of creditable service. (For a 40 hours/wk position step increase would occur after 2080 hours have been worked; for 37.5 hours/wk position a step increase would occur after 1950 hours have been worked.)

If you are in a Technical Pay Law (TPL) position, your salary increase is subject to review and approval by the Technical Pay Law Advisory Committee and the Massachusetts Human Resources Division (HRD.)

If you are in an Intern position, your pay is governed by the ranges approved by the rates under Massachusetts General Laws, Chapter 29, Section 29, determined by the Secretary for Administration and Finance as recommended by the Chief Human Resources Officer (CHRO.) All other contract employees negotiate their pay directly with their agency.

If you are unsure if you are classified as a manager, confidential, seasonal/intermittent, TPL, intern, contract employee, or employee covered by a collective bargaining agreement, please contact your Human Resources Representative for this information.

### ***Same Sex Marriage Benefits***

Same sex spouses of Executive Branch employees are entitled to benefits such as GIC benefits (health insurance, etc), Family and Medical Leave (FMLA), Non-FMLA Leave, Tuition Remission for spouses, Sick Leave, Bereavement Leave, Domestic Violence Leave, Small Necessities Leave, “Sunshine Policy” on

disclosure of immediate family members who are state employees. Contact Group Insurance Commission for questions on GIC benefits. Contact the Human Resources Division on all other questions on this policy. More information can be found in [Appendix II](#).

### ***Savings Bonds (Optional)***

You may elect to enroll to purchase United States Savings Bonds at half their face value via a bi-weekly payroll deduction. Please note that if you enroll, there is a minimum

level of bond that must be purchased. Once a sufficient amount of money has been deducted from your pay, your bond(s) will be mailed to your specified address.

### ***U.Fund<sup>SM</sup> College Investing Plan***

To help families plan for the costs of higher education, the Massachusetts Educational Financing Authority (MEFA) established the U.Fund<sup>SM</sup> College Investing Plan in 1999. Offered in partnership with Fidelity Investments, the U.Fund is flexible and affordable, and combines significant tax advantages with professional investment management. The U.Fund is designed for parents, grandparents or anyone interested in helping to provide for the higher education of a loved one. Whether the loved one attends a four-year public or private college,

a two-year community college or vocational-technical school, or even graduate school anywhere in the United States, the U.Fund can help you prepare for the significant financial challenge that lies ahead. Then, when your child is ready for college, you can use the funds to cover a wide range of qualified education expenses. For more information, please see this link:

<http://personal.fidelity.com/planning/college/content/ufundfactsheet.shtml.cvsr>

## Section 5A

### Leaves

If you have any questions on any items in this section, please contact your Human Resources Representative.

#### ***Absence from work without pay***

Absence from work without pay (authorized or unauthorized) may affect leave accruals, vacation status, salary adjustments, GIC benefits, and/or other benefits. An

employee on unpaid leave may need to pay insurance premiums directly to the Group Insurance Commission. Absence from work with pay may also affect GIC benefits.

#### ***Bereavement Leave***

You may take up to four (4) days paid leave for the death of certain family members and other individuals. Please consult your collective bargaining agreement or contact

your Human Resources Representative for further information if you need to use this type of leave time.

#### ***Blood Donation Leave***

Any manager, confidential, or bargaining unit employee may take up to four (4) hours leave of absence with pay, subject to approval by their supervisor(s), for the purpose of donating blood to the Massachusetts State Employees Blood Program. The leave must be taken on the day that the blood donation occurs and

employees may be permitted to donate up to a maximum of five (5) times each year during the period of October 1 through September 30. Employees who donate blood five times a year are also allowed up to four (4) hours leave of absence with pay to attend the annual Massachusetts State Employees Blood Program award ceremony.

#### ***Bone Marrow Donation /Organ Donor Leave***

For participation in a bone marrow donor program, a maximum of five (5) days of leave of absence with pay shall be granted to undergo the medical procedure and for

associated physical recovery time. An employee who serves as an organ transplant donor may receive up to thirty (30) days paid leave.

***Contract Positions***

Contract positions are not entitled to any paid leave time except for the first three

days paid for jury duty per Massachusetts General Laws, [Chapter 234A, Section 48](#).

***Court/Jury Duty Leave***

You are entitled to leave with pay when called for jury service or when summoned as a witness on behalf of any city, town, county of the Commonwealth, or the state or federal government.

If you receive jury fees for jury service and present the appropriate court certificate of service, you shall either:

- Retain such jury fees in lieu of pay for the period of jury service, if the jury fees exceed your regular rate of compensation for the period involved; or
- Remit to your agency the jury fees if less than your regular rate of compensation for the period involved.

***Disaster Volunteer Leave***

With agency head and supervisor approval, all Executive Branch employees who are American Red Cross Disaster Relief Volunteers may serve as

a paid disaster volunteer up to 15 calendar days in a calendar year. Refer to the link in [Appendix II](#) for additional information.

***Domestic Violence Leave***

You may be entitled to domestic violence leave if you and/or your children are victims of domestic violence and need to go to court, attend medical appointments, etc. This leave can be paid and/or unpaid, depending upon the length of the leave.

If you have any questions, please consult your Human Resources Representative for the name of your agency's Domestic Violence Coordinator who will handle your situation confidentially.

### ***Family and Medical Leave Act***

You may be eligible to receive up to twelve (12) weeks per year, of unpaid, job protected leave for certain family and medical reasons under the Family and Medical Leave Act of 1993 (FMLA). However, the Commonwealth provides you with a more extensive Family and Medical Leave benefit. Certain kinds of your paid leave

may be substituted for unpaid leave in accordance with various collective bargaining agreements or RedBook. Please review your respective collective bargaining agreement or contact your Human Resources Representative if you have questions.

### ***Personal Leave***

If you are a full-time or regular part-time manager or confidential employee, you will be awarded three personal days on January 1 of each year. These days will be prorated for the year if you are a part-time employee or if you were hired on or after April 1. Most full-time or regular part-time employee covered by a collective bargaining agreement will be awarded three personal days on January 1 of each year. These days will be prorated for the year if you are a part-time employee or if you were hired on or after April 1.

If you have unused personal leave at the end of the calendar year or if you separate from state service, this unused time is forfeited and you will not receive compensation for this time. You can select to donate any unused personal time that would be forfeited to the Extended Illness Leave Bank (EILB.)

Some collective bargaining agreements permit the carryover of one personal leave day to the following calendar year. Please review your respective collective bargaining agreement for information on the specific number of personal days awarded to you and your carryover allowances, if any.

### ***Sick Leave***

Sick leave is a conditional benefit, and you may only use it under certain circumstances. You accrue sick leave credits on a monthly basis. If you are a part-time employee, your accrual rate will be prorated accordingly. If you experience time off the payroll without pay, your sick leave accrual rate may be affected. Please consult your respective collective bargaining agreement or Red Book for specific circumstances, conditions and/ or limitations of this benefit. These documents are available on the Human Resources Division web site at <http://www.mass.gov/hrd/> or [www.hrd.state.ma.us](http://www.hrd.state.ma.us).

For appropriate use, you must notify your agency supervisor or their designee in

accordance with your collective bargaining agreement (if any) and your agency protocols. Your agency has its own notification policy or protocol. Please contact your Human Resources Representative for more information. Failure to follow notification protocols may result in a full reduction in pay for your time away from the workplace and/or the imposition of disciplinary action.

Upon an employee's retirement (or upon their death) employee (or estate) will receive 20% of the value of their current sick leave balance.

### *Small Necessities Leave*

In accordance with the provisions of [Massachusetts General Laws, Chapter 149, Section 52D](#), employees shall be entitled to a total of 24 hours of unpaid leave during any 12 month period, in addition to leave available under the Family and Medical Leave Act of 1993, for the following purposes:

- to participate in school activities directly related to the educational advancement of your son or daughter, OR
- to accompany your child or elderly relative to routine medical or dental

appointments, or for other professional health care services

If you have accumulated sick, personal, or vacation credits at the commencement of your Small Necessities Leave, you may use such credits for which you may be eligible under the applicable rules. The Act does not require the Commonwealth to provide paid sick leave or paid medical leave in any situation where the Commonwealth would not normally provide such paid leave.

### *Vacation Leave*

You accrue and receive credit for vacation at the end of each full calendar month you have worked. The length of your creditable state service determines the number of vacation hours you are credited. During a transitional year, a year when you change to a higher accrual rate, you will receive your new vacation status on the July 1<sup>st</sup> that precedes your creditable service date.

<u>Years of Creditable Service</u>	<u>37.5 hrs/wk</u>	<u>40.0 hrs/wk</u>
Less than 4 ½ years*	6.25	6.667
4 ½ yrs but less than 9 ½ yrs	9.375	10.0
9 ½ yrs but less than 19 ½ yrs	12.5	13.333
19 ½ yrs or more	15.625	16.667

\*If you are a manager or confidential employee, you will earn 7.5 or 8.0 hours per month if employed less than 4.5 years. Subject to the approval of the Chief Human Resources Officer, if you are a newly hired manager or confidential employee who has completed one month of state service, you have the option to request an advance of no more than five vacation days and/or you may start with a higher vacation accrual rate based on comparable prior work experience. If you opt to receive an advance of vacation credits, you shall not accrue additional vacation credits until sufficient time has accrued to offset the amount of vacation credits that were advanced. Please consult the Red Book for specific rules governing this advance. If you are a part-time

employee, you will earn your vacation leave on a pro-rated basis.

Time off the payroll without pay may affect your vacation status and accrual rate. Please refer to your collective bargaining agreement or Red Book for more information. You may carry over hours of unused vacation time (with certain limitations) and any vacation time that can't be used and would be forfeited can also be donated to ELIB.

Upon leaving state service an employee will be compensated for the value of their unused accrued vacation time.

### ***Volunteer Leave Programs***

**Mentoring Program:** Created in 1997, the Commonwealth Youth Mentoring Program allows eligible state employees to volunteer as mentors to youth for up to one day a month. All employees of the Executive Branch and Higher Education Institutions, who have been employed by the state for at least **six months** and have applied for and received approval from their direct supervisor, agency head or designee, may participate in the Commonwealth Youth Mentoring Leave Program. A list of eligible programs can be found at [www.mentoring.org](http://www.mentoring.org).

**Voluntary Services Leave Program**  
Created in 1995, under Executive Order #343 superseded by [Executive Order 479](#), the Voluntary Services Leave Program allows eligible state employees to volunteer within a Massachusetts public or charter school up to one day per month without loss of salary or benefits. All employees of the Executive Branch and Higher Education Institutions, who have been employed by the state for at least **six months** and have applied for and received approval from their direct supervisor, agency head or designee, may participate in the Voluntary Services Leave Program. *As a manager you can serve as a role model by becoming a volunteer yourself or encouraging your staff to become volunteers as long as it is feasible to accomplish the work on those*

*volunteer days using other available resources.*

**Foster Care Leave Program**

The Foster Care Leave Program is set up to provide leave time for eligible state employees to make necessary preparations and to attend legal proceedings related to your care of Massachusetts Department of Social Services (DSS) children through a foster care arrangement. Eligible employees may take up to one day per month without loss of salary or benefits. Employees who have been employed by the state for at least **six months** and have applied for and received approval from their direct supervisor, agency head or designee, may participate in the Foster Care Leave Program.

**NOTE:** If an employee is participating in more than one of the programs listed above, the total maximum allowable benefit is one day per month.

**Additional Information:**

[www.mass.gov/hrd](http://www.mass.gov/hrd) See “Policies & Benefits” link then “Types of Leave” link then “Mentoring and Voluntary Services” link.

Connect and Serve link

<http://www.volunteersolutions.org/mass-service/volunteer/>

### ***Voting Leave***

Full-time and regular part-time employees whose hours of work preclude them from voting in a town, city, state, or national election shall, upon prior written approval of the Appointing Authority, be granted a

voting leave with pay not to exceed two hours, for the sole purpose of voting in such election.



### ***Workers' Compensation Leave***

Workers' Compensation Insurance is coverage, mandated by state law, [Massachusetts General Laws, Chapter 152](#) that provides you salary protection due to work-related injuries and illnesses. The Human Resources Division (HRD) Workers' Compensation Section is currently the designated administrator for Commonwealth employees except for uniformed State Police. If you suffer on-the-job injuries or job-related illness, and your claim is approved, you may receive benefits to cover medical costs and offset loss of wages during your period of disability.

If you are involved in or witness an accident at work, you should report it immediately to your supervisor. Prepare an Accident Report (["First Report of Injury - Form 101"](#)) as soon as possible. Failure to report on-the-job injuries could jeopardize your right to workers' compensation. You will not receive compensation for injuries resulting from your serious or willful misconduct. If you submit a fraudulent claim, you will be subject to disciplinary action up to and including termination of employment.

## Section 6

### Employee Categories

#### *Agency Service Fees or Union Dues Deductions*

Currently, all employees whose wages, benefits and terms of employment are determined by a collective bargaining agreement, are required to pay agency service fees or union dues to their designated union, in accordance with that contract. While agency service fees deductions are in most cases less than union dues deductions, an employee who elects to pay agency service fees is entitled to the same level of benefits and protections, obtained through collective bargaining, as those employees who elect to pay union dues.

A union representative should provide you with information to help you with your decision to pay agency service fees or union dues at the one-half (0.5) hour union orientation session, or at another meeting approved by management. Departmental payroll employees' roles will be strictly limited to processing agency service fees deduction, or union dues deduction authorization cards upon the completion and receipt of the cards employees have selected for deductions. If you need additional time to determine which deduction is right for you, contact your union representative or steward.

#### *Civil Service Employees*

The Civil Service Commission is the quasi-judicial agency with the statutory authority to enforce the civil service law codified in [Massachusetts General Laws, Chapter 31](#). The Commission oversees and rules on actions taken by the Human Resources Division (HRD) or the appointing authority as they pertain to civil service law and ensures that the basic merit principles outlined in the civil service law are not violated.

Employees with permanent civil service status may refer to the rules and regulations outlined in [Massachusetts General Laws, Chapter 31](#) and in the [Personnel Administration Rules \(PARs\)](#) to obtain more information regarding employment transactions and rights under civil service law. The Human Resources Division has provided informative guidelines pertaining to a number of common topics. These guidelines may be found on HRD's website at [www.mass.gov/hrd](http://www.mass.gov/hrd).

#### *Collective Bargaining Employees*

Your employment rights are included in the collective bargaining agreement.

Please see the applicable agreement for details.

### ***Contract Positions***

If you are a contract employee, your rights are outlined below.

The Office of the Comptroller establishes, identifies, and implements this policy on contract employees.

Contract employees are individuals who are employed through contracts, as opposed to being appointed into authorized positions, as is the case for state employees. Contract employees have an employee-employer relationship with the Commonwealth. These individuals are paid through the payroll system and have tax withholding and other deductions. Contract employees fall within two categories: Contract employees or Independent contractors. There are two types of Contract employees: Consultants and Non-Consultants. All Contract employees are expected to follow all policies, rules and regulations of the Commonwealth and the agency for which they work.

#### **Contract Employees:**

- Are not entitled to membership in the state retirement plan;
- Are not entitled to membership in any employee insurance programs;
- Are not eligible for fringe benefits, sick, vacation or personal leave;
- Are required to contribute to the Omnibus Budget Reconciliation Act of 1990 (OBRA) Alternate Pension Plan;
- Must complete a Form W-4 and M-4;
- Must complete a Form W-9 if Employee is registered on the MMARS Vendor file;
- Are hired following the Department's standard Hiring Procedures;
- Must execute a Commonwealth Terms and Conditions contract form;
- Must execute a Standard Contract Form; and the contract must be processed in MMARS;
- Must complete a Consultant Contractor Mandatory Submission Form (if applicable); and
- Receive a W-2 tax form.

### ***Interns***

Please see contract position section.

### ***Management/Confidential Employees***

Your rights, if any, are outlined in the Salary Administration Rules for Managers, Confidential and Unclassified Employees ("Gray Book") and Rules Governing Paid Leave and Other Benefits for Managers and

Confidential Employees ("Red Book") available on the Human Resources Division web site [www.hrd.state.ma.us](http://www.hrd.state.ma.us) or [www.mass.gov/Ehrd/docs/policies/publications/pol\\_redbk.rtf](http://www.mass.gov/Ehrd/docs/policies/publications/pol_redbk.rtf)

***Seasonal/Intermittent Positions***

You may be covered by a collective bargaining agreement. Please see the applicable agreement for details.

Generally, intermittent employees are defined as employees who are neither full-time nor part-time and whose position has been designated as an intermittent position by his/her Appointing Authority, in accordance with written procedures of the Chief Human Resources Officer. No benefits are provided for employees in this category.

Seasonal employees are those whose employment is for a period of ninety (90) consecutive days or more. For bargaining

unit 2 employees only, seasonal employees accrue sick leave, vacation, and personal leave in the same manner as other employees except that sick leave, vacation, and personal leave accrued during an employee's first season of work shall not be credited or used until the first working day of said person's second season of employment.

Employees whose summer seasonal employment commences on or after the second Sunday before Memorial Day and terminates prior to the Sunday following Labor Day shall not be covered by the terms of the collective bargaining agreement.

## Section 7

### Career Development

#### *Training*

The Human Resources Division provides career and other professional development classes and other opportunities that may also include fellowships. The training offered is targeted to all levels of the state workforce, including senior executives, managers,

supervisors, professional, technical and support staff. Additional training may be offered by your agency or through your union. Contact your Human Resources Representative or union for details.

#### *Tuition Remission*

You and your spouse may be eligible to participate in a tuition remission program. If approved, you may receive partial to full tuition remission (except for fees, books, and materials) for programs and courses taken on your own time at public community colleges, state colleges, and state

university campuses (excluding the medical school at University of Massachusetts).

For additional information and eligibility requirements, please contact your Human Resources Representative.

#### *Professional Development/ACES*

The performance evaluation process for managers, ACES (Achievement and Competency Enhancement System), involves an optional a professional development plan to improve individual or

group skills for career building, succession planning, and skill enhancement.

#### *Performance Recognition Program*

The Commonwealth's [Performance Recognition Program](#) gives formal recognition to employees who make meaningful contributions which distinguish them from their peers. These special awards focus attention on consistent, positive

achievements by both individuals and teams of state employees, and recognize those who demonstrate innovation and dedication to their work, concern for the public trust, and a commitment to excellence.

## Section 8

### Leaving State Service

#### *Coverage*

#### ***Consolidated Omnibus Budget Reconciliation Act of 1986 (COBRA)***

Under Title X of a federal law commonly known as COBRA, certain former employees, retirees, spouses, former spouses and dependent children have the right to temporarily continue their existing group health coverage at group rates when group

coverage ends as the result of certain employment or life events. The cost for COBRA coverage is 102% of the full cost group premium. The GIC administers COBRA coverage.

#### ***Leaving State Service and GIC Life and Health Benefits***

##### **Leaving State Service with Fewer Than 10 Years of Full-Time Service**

If you are leaving state service but have fewer than 10 years of full-time service (as determined by the State Board of Retirement), you may continue your health insurance coverage with the GIC for any reason other than termination for gross misconduct and with some limitations on time and/or benefit levels in one of the following ways:

**COBRA - health only** (you have 60 days to elect COBRA coverage, but the coverage begins the first day of the month following the coverage end date. To avoid owing retroactive premiums, send in your COBRA application promptly to the GIC):

- **Benefit:** Allows you to stay in the same plan with the same group benefit.
- **Drawbacks:** You pay 100% of the premium, plus 2% for administration (no Commonwealth contribution).
- **Maximum duration of coverage** is 18 months.

**Convert to Non-Group health coverage** with your current Plan:

- **Benefit:** Can keep coverage beyond 18 months.
- **Drawback:** Benefits are almost always less comprehensive than GIC coverage.

**Life Insurance Portability - Continue your amount of basic life and optional life coverage** with some limitations:

- **Benefit:** Continue term life coverage at a competitive rate.
- **Drawback:** Does not include health coverage.

**Convert to Non-Group life coverage** with the current carrier:

- **Benefit:** Ability to continue life insurance coverage.
- **Drawback:** Benefits almost always less than GIC plan coverage.

**Leaving State Service With 10 or More Years of Full-Time Service**

If you are leaving state service with 10 or more years of full-time service (as determined by the State Board of Retirement) you may be eligible for a state pension. If you choose to collect your state pension at a later date, the GIC recommends that you elect Deferred Retirement coverage. If you are getting health coverage elsewhere, the GIC suggests that you keep, at a minimum, basic life insurance, paying 100% of the premium. At retirement, you may resume GIC health coverage; the Commonwealth will contribute the prevailing contribution percentage for retirees. If you are not getting health coverage elsewhere, keep your GIC basic

life and health insurance, paying 100% of the premiums until retirement.

If you decide not to leave your money in your retirement system, your benefits as a Deferred Retiree end. You may elect to continue your health and life coverage, with some limitations on time and/or benefit levels, in one of the following ways: GIC COBRA health coverage only, conversion to Non-Group health coverage with current carrier, portability of life insurance, or conversion to non-group life insurance with current carrier.

***Keeping Your Address Current***

If your mailing address should change once you leave state service, it is important to notify, in writing, particular agencies of the change. You need to notify: 1) the State

Board of Retirement, 2) the Group Insurance Commission, and 3) your prior Department. This is to ensure that W-2s, retro pay, etc. are mailed to your correct address.

***Resignation Notice***

If you are resigning, please present your supervisor and/or manager with a minimum written two weeks notice of such action. At

a minimum, your resignation notice should include the date of your last day of work and a mailing address.

### ***Retirement***

You are vested in the state retirement system once you have accumulated the equivalent of 10 years of full-time service.

If you leave state service you may 1) receive a refund of your retirement contributions, with 20% deducted for federal taxes or 2) roll it over into a tax-qualified vehicle. Under certain circumstances, there may be a penalty for early withdrawal.

If you leave state service after you are vested and before you are old enough to retire you may leave your retirement contributions in the system and receive a state pension at age 55.

All employees hired after January 1, 2005 must sign a SSA-1945 form which explains the impact of their state pension on their future Social Security benefits.

Please see the following links for additional information:

[http://www.mass.gov/Ehrd/docs/policies/files/ssa\\_memo.doc](http://www.mass.gov/Ehrd/docs/policies/files/ssa_memo.doc)

[http://www.mass.gov/Ehrd/docs/policies/files/ssa\\_form.rtf](http://www.mass.gov/Ehrd/docs/policies/files/ssa_form.rtf)

Benefit Guide for the Massachusetts State Employees' Retirement System:  
<http://www.mass.gov/treasury/forms/ret/retguide.pdf>

### ***Retirement and GIC Changes***

See the GIC's website or the GIC's *Retiree/Survivor Benefit Decision Guide* for

health and life coverage options at retirement.

### ***Unemployment Insurance***

The Commonwealth contributes towards the unemployment insurance system on your behalf. In the event you are separated from your position, you may file a claim with the

Division of Unemployment Assistance (DUA). The Commonwealth will verify the reasons for your separation and the DUA will determine eligibility.



# **Appendices**

**Revised March 2007**

## Appendix I

### Additional Resources and Contact Information

#### Commonwealth of Massachusetts

Link to State Government

Web: [www.mass.gov](http://www.mass.gov)

#### Civil Service Commission (CSC)

One Ashburton Place, Room 503

Boston, MA 02108

Telephone: (617) 727-2293

Fax: (617) 727-7590

Web: [www.mass.gov/csc](http://www.mass.gov/csc)

#### Deferred Compensation –SMART Plan

Department of State Treasurer

One Ashburton Place, 12<sup>th</sup> floor

Boston, MA 02108

Toll-free: 1 (877) 457-1900

Web: [www.mass-smart.com](http://www.mass-smart.com)

<http://www.mass.gov/treasury>

#### Department of Revenue (DOR)

Customer Service Bureau

200 Arlington Street

Chelsea, MA 02150

Telephone: (617) 887-MDOR

Toll-free: 1 (800) 392-6089

Web:

[www.mass.gov/dor](http://www.mass.gov/dor)

#### Division of Unemployment Assistance

Charles F. Hurley Building

19 Staniford Street

Boston, MA 02114

Telephone: 1-800-626-6800 or

1-877-626-6800 (TeleClaim Center)

Web:

<http://www.mass.gov/?pageID=dlwdhomepage&L=1&L0=Home&sid=Edwd>

#### Domestic Violence Hotline

Casa Myrna Vazquez SafeLink

1-877-785-2020 or 1-800-992-2600

TTY 1-877-521-2601

#### Group Insurance Commission (GIC)

Charles F. Hurley Building

19 Staniford Street, 4<sup>th</sup> floor

PO Box 8747

Boston, MA 02114

Telephone: (617) 727-2310

Web: [www.mass.gov/gic](http://www.mass.gov/gic)

#### Human Resources Division (HRD)

One Ashburton Place

Boston, MA 02108

Telephone: (617) 727-3555

Web: [www.mass.gov/hrd](http://www.mass.gov/hrd)

#### Internal Revenue Service (IRS)

JFK Building

15 New Sudbury Street

Boston, MA 02203

Telephone: (617) 316-2850

Toll-free: 1 (800) 829-1040

Web: [www.irs.gov](http://www.irs.gov)

#### MassRIDES

P.O. Box 121242

Boston, MA 02112

Toll free: 1-888-4-COMMUTE

Web: [www.commute.com](http://www.commute.com)

#### Office of Campaign and Political Finance

One Ashburton Place, Room 411

Boston, MA 02108

Telephone: (617) 727-8352

1-800-462-OCPF

Fax: (617) 727-6549

E-mail: [ocpf@cpf.state.ma.us](mailto:ocpf@cpf.state.ma.us)

Web: <http://www.mass.gov/ocpf/>

Office of the State Comptroller  
One Ashburton Place, 9<sup>th</sup> Floor  
Boston, MA 02108  
Telephone: (617) 727-5000  
Fax: (617) 727-2163  
Web: [www.mass.gov/osc](http://www.mass.gov/osc)

Public Employee Retirement Administration  
Commission (PERAC)  
5 Middlesex Avenue, 3rd Floor  
Somerville, MA 02145  
Telephone: (617) 666-4446  
Fax: (617) 628-4002  
TTY: (617) 591-8917  
Fraud Hotline: 800-445-3266  
Web: <http://www.mass.gov/perac/>

Secretary of the Commonwealth of  
Massachusetts  
Citizen Information Service  
One Ashburton Place, Room 1611  
Boston, MA 02108  
Telephone: (617) 727-7030  
Toll-free: 1-800-392-6090  
TTY: (617) 878-3889  
Fax: (617) 742-4528  
E-mail: [cis@sec.state.ma.us](mailto:cis@sec.state.ma.us)  
Web: [www.state.ma.us/sec/](http://www.state.ma.us/sec/)

Social Security Administration (SSA)  
10 Causeway Street  
Room 148, 1<sup>st</sup> Floor  
Boston, MA 02222  
Toll-free: 1 (800) 772-1213  
TTY: 1 (800) 325-0778  
Web: [www.ssa.gov](http://www.ssa.gov)

State Ethics Commission  
One Ashburton Place, Room 619  
Boston, MA 02108  
Telephone: (617) 371-9500  
Toll free: 1-888-485-4766  
Fax: (617) 723-5851  
Web: <http://www.mass.gov/ethics/>

State Board of Retirement  
Boston Office:  
One Ashburton Place, 12<sup>th</sup> Floor  
Boston, MA 02108  
Telephone: (617) 367-7770  
Toll Free: 1 (800) 392-6014 (in MA only)  
Springfield Office:  
436 Dwight Street, Room 109A  
Springfield, MA 01103  
Telephone: (413) 730-6135  
Email: [srb@tre.state.ma.us](mailto:srb@tre.state.ma.us)  
Web: [www.state.ma.us/treasury/srb.htm](http://www.state.ma.us/treasury/srb.htm)

## Appendix II

### Publications and Web Links

**Link to alphabetical list of all state agencies**

<http://www.mass.gov/portal/index.jsp?pageID=mg2subtopic&L=4&L0=Home&L1=State+Government&L2=Branches+%26+Departments&sid=massgov2&L3=All+Agencies>

**Citizens' Guide to State Services**

[www.state.ma.us/sec/cis/ciscig/guide.html](http://www.state.ma.us/sec/cis/ciscig/guide.html)

**Disaster Relief Volunteer Policy**

[http://www.mass.gov/Ehrd/docs/policies/files/disaster\\_relief\\_volunteer\\_leave.rtf](http://www.mass.gov/Ehrd/docs/policies/files/disaster_relief_volunteer_leave.rtf)

**Diversity Executive Order**

[http://www.mass.gov/Ehrd/docs/odeo/eo/eo\\_478.pdf](http://www.mass.gov/Ehrd/docs/odeo/eo/eo_478.pdf)

**Emergency Office Closing Memo**

[http://www.hrd.state.ma.us/agency\\_services/AS\\_Manage\\_Workforce/Emergency\\_Staffing/Emergency\\_Office\\_Closings.doc](http://www.hrd.state.ma.us/agency_services/AS_Manage_Workforce/Emergency_Staffing/Emergency_Office_Closings.doc)

**Emergency Staffing Memo**

[http://www.hrd.state.ma.us/agency\\_services/AS\\_Manage\\_Workforce/Emergency\\_Staffing/emergency\\_notification\\_procedures.doc](http://www.hrd.state.ma.us/agency_services/AS_Manage_Workforce/Emergency_Staffing/emergency_notification_procedures.doc)

**Executive Orders**

<http://www.lawlib.state.ma.us/execorders.html>

**Family and Medical Leave Act Toolkit (Coming in Spring 2007)**

<http://www.mass.gov/?pageID=hrdsubtopic&L=4&L0=Home&L1=Policies+%26+Benefits&L2=Types+of+Leave&L3=FMLA+Family+and+Medical+Leave&sid=Ehrd>

**Gray Book – salary administration rules for managers, confidential, and unclassified employees.**

[http://www.mass.gov/Ehrd/docs/policies/publications/pol\\_graybk.pdf](http://www.mass.gov/Ehrd/docs/policies/publications/pol_graybk.pdf)

**Key Department Contacts (department heads; chief financial officers, etc.)**

[www.mass.gov/osc](http://www.mass.gov/osc) Look under “Key Resources” link for Statewide Key Contact Lists  
[http://www.mass.gov/?pageID=oscmodulechunk&L=1&L0=Home&sid=Aosc&b=terminalcontent&f=about\\_ctr\\_dept\\_key\\_contact\\_lists&csid=Aosc](http://www.mass.gov/?pageID=oscmodulechunk&L=1&L0=Home&sid=Aosc&b=terminalcontent&f=about_ctr_dept_key_contact_lists&csid=Aosc)

**Manager Handbook (Coming in Spring 2007)**

[http://www.mass.gov/Ehrd/docs/policies/publications/manager\\_handbook.rtf](http://www.mass.gov/Ehrd/docs/policies/publications/manager_handbook.rtf)

**Massachusetts General Laws (MGL)**

<http://www.mass.gov/legis/laws/mgl/index.htm>

**Mentoring and Voluntary Services Leave Executive Order**

<http://www.lawlib.state.ma.us/execorders/eo479.rtf>

**Military Pay Act**

<http://www.mass.gov/?pageID=hrdsubtopic&L=3&L0=Home&L1=Policies+%26+Benefits&L2=Military+Pay+Act&sid=Ehrd>

**Red Book** –Rules governing paid leave and other benefits for Managers and Confidential employees.

[http://www.mass.gov/Ehrd/docs/policies/publications/pol\\_redbk.rtf](http://www.mass.gov/Ehrd/docs/policies/publications/pol_redbk.rtf)

**Same Sex Marriage Benefits**

[http://www.mass.gov/Ehrd/docs/policies/files/same\\_sex\\_spousal\\_benefits\\_guide\\_and\\_qa.doc](http://www.mass.gov/Ehrd/docs/policies/files/same_sex_spousal_benefits_guide_and_qa.doc)

**State Ethics Commission Online Training (eLearning)**

[http://db.state.ma.us/ethics/quiz\\_MEthics/index.asp](http://db.state.ma.us/ethics/quiz_MEthics/index.asp)

**Time and Attendance Policy**

[http://www.mass.gov/Ehrd/docs/policies/files/time\\_attendance\\_policy.doc](http://www.mass.gov/Ehrd/docs/policies/files/time_attendance_policy.doc)

## **Appendix III**

### **Collective Bargaining Units**

#### **Description, Common Titles, and Link to Agreements**

##### **Unit 1 Clerical and Administrative:**

##### **National Association of Government Employees (NAGE)**

*Administrative Secretary, Clerk, EDP Control Clerk, Job Services Representative, Job Specialist, Typist*

Implementation memo 7/1/06 – 6/30/07

[http://www.hrd.state.ma.us/agency\\_services/AS\\_Manage\\_Workforce/Rules\\_and\\_Guidelines/Collective\\_Bargaining/nage\\_imp\\_memo\\_july06\\_june07.doc](http://www.hrd.state.ma.us/agency_services/AS_Manage_Workforce/Rules_and_Guidelines/Collective_Bargaining/nage_imp_memo_july06_june07.doc)

Salary chart

[http://www.mass.gov/Ehrd/docs/emprel/cba/oer\\_unit1\\_salchrt.xls](http://www.mass.gov/Ehrd/docs/emprel/cba/oer_unit1_salchrt.xls)

Union contract

[http://www.mass.gov/Ehrd/docs/emprel/cba/unit1\\_2003\\_2006.pdf](http://www.mass.gov/Ehrd/docs/emprel/cba/unit1_2003_2006.pdf)

##### **Unit 2 Service and Institutional:**

##### **ALLIANCE, AFSCME-SEIU, AFL-CIO**

*Facility Service Worker, Laborer, Licensed Practical Nurse, Mental Health Worker, Mental Retardation Worker, Nursing Assistant, Youth Services Group Worker*

Implementation memo 7/1/06 – 6/30/07

[http://www.hrd.state.ma.us/agency\\_services/AS\\_Manage\\_Workforce/Rules\\_and\\_Guidelines/Collective\\_Bargaining/bu2/unit\\_2\\_impl\\_eco\\_provisions\\_2006\\_2007.doc](http://www.hrd.state.ma.us/agency_services/AS_Manage_Workforce/Rules_and_Guidelines/Collective_Bargaining/bu2/unit_2_impl_eco_provisions_2006_2007.doc)

Salary chart

[http://www.mass.gov/Ehrd/docs/emprel/cba/oer\\_unit2\\_salchrt.xls](http://www.mass.gov/Ehrd/docs/emprel/cba/oer_unit2_salchrt.xls)

Union contract

[http://www.mass.gov/Ehrd/docs/emprel/cba/oer\\_unit2\\_cba.pdf](http://www.mass.gov/Ehrd/docs/emprel/cba/oer_unit2_cba.pdf)

**Unit 3 Skilled Trades:**

**National Association of Government Employees (NAGE)**

*Carpenter, Electrician, Maintenance Equipment Operator, Maintenance Working Foreman, Painter, Steam Fireman, 3<sup>rd</sup> Class Power Plant Engineer*

Implementation memo 7/1/06 – 6/30/07

[http://www.hrd.state.ma.us/agency\\_services/AS\\_Manage\\_Workforce/Rules\\_and\\_Guidelines/Collective\\_Bargaining/nage\\_imp\\_memo\\_july06\\_june07.doc](http://www.hrd.state.ma.us/agency_services/AS_Manage_Workforce/Rules_and_Guidelines/Collective_Bargaining/nage_imp_memo_july06_june07.doc)

Salary chart

[http://www.mass.gov/Ehrd/docs/emprel/cba/oer\\_unit3\\_salchrt.xls](http://www.mass.gov/Ehrd/docs/emprel/cba/oer_unit3_salchrt.xls)

Union contract

[http://www.mass.gov/Ehrd/docs/emprel/cba/unit3\\_2003\\_2006.pdf](http://www.mass.gov/Ehrd/docs/emprel/cba/unit3_2003_2006.pdf)

**Unit 4 Correction Officers:**

**Massachusetts Correction Officers Federated Union (MCOFU)**

*Correction Officer, Industrial Instructor, Recreation Officer*

[http://www.mass.gov/Ehrd/docs/emprel/cba/oer\\_unit4\\_cba.pdf](http://www.mass.gov/Ehrd/docs/emprel/cba/oer_unit4_cba.pdf)

[http://www.mass.gov/Ehrd/docs/emprel/cba/oer\\_unit4\\_salchrt.xls](http://www.mass.gov/Ehrd/docs/emprel/cba/oer_unit4_salchrt.xls)

**Unit 4A Correction Captains:**

**International Brotherhood of Correctional Officers/National Association of Government Employees (IBCO/NAGE)**

*Correction Captain*

[http://www.mass.gov/Ehrd/docs/emprel/cba/oer\\_unit4a\\_cba.pdf](http://www.mass.gov/Ehrd/docs/emprel/cba/oer_unit4a_cba.pdf)

[http://www.mass.gov/Ehrd/docs/emprel/cba/oer\\_unit4a\\_salchrt.xls](http://www.mass.gov/Ehrd/docs/emprel/cba/oer_unit4a_salchrt.xls)

**Unit 5 Investigators:**

**Coalition of Public Safety (COPS)**

*Environmental Police Officer, Parole Officer, Special Investigator*

[http://www.mass.gov/Ehrd/docs/emprel/cba/oer\\_unit5\\_cba.pdf](http://www.mass.gov/Ehrd/docs/emprel/cba/oer_unit5_cba.pdf)

[http://www.mass.gov/Ehrd/docs/emprel/cba/oer\\_unit5\\_salchrt.xls](http://www.mass.gov/Ehrd/docs/emprel/cba/oer_unit5_salchrt.xls)

**Unit 5A State Police:**

**State Police Association of Massachusetts (SPAM)**

*Trooper, Trooper First Class, Sergeant*

[http://www.mass.gov/Ehrd/docs/emprel/cba/oer\\_unit5a\\_cba.pdf](http://www.mass.gov/Ehrd/docs/emprel/cba/oer_unit5a_cba.pdf)

**Unit 6 Professionals:**

**National Association of Government Employees (NAGE)**

*Accountant, Administrative Assistant, Compliance Officer, Contract Specialist Counsel, EDP Systems Analyst, Program Coordinator, Systems Programmer/Systems Supervisor, Tax Auditor, Tax Examiner*

Implementation memo 7/1/06 – 6/30/07

[http://www.hrd.state.ma.us/agency\\_services/AS\\_Manage\\_Workforce/Rules\\_and\\_Guidelines/Collective\\_Bargaining/nage\\_imp\\_memo\\_july06\\_june07.doc](http://www.hrd.state.ma.us/agency_services/AS_Manage_Workforce/Rules_and_Guidelines/Collective_Bargaining/nage_imp_memo_july06_june07.doc)

Salary chart

[http://www.mass.gov/Ehrd/docs/emprel/cba/oer\\_unit6\\_salchrt.xls](http://www.mass.gov/Ehrd/docs/emprel/cba/oer_unit6_salchrt.xls)

Union contract

[http://www.mass.gov/Ehrd/docs/emprel/cba/unit6\\_2003\\_2006.pdf](http://www.mass.gov/Ehrd/docs/emprel/cba/unit6_2003_2006.pdf)

**Unit 7 Professional Health Care:**

**Massachusetts Nurses Association State Chapter of Health Care Professionals (MNA)**

*Health Care Facility Inspector, Nurse Practitioner, Occupational Therapist, Physician, Psychologist, Registered Nurse*

Implementation Memo 7/1/05 – 12/31/07

[http://www.hrd.state.ma.us/agency\\_services/AS\\_Manage\\_Workforce/Rules\\_and\\_Guidelines/Collective\\_Bargaining/MNA\\_05\\_07\\_Implementation\\_Memo.doc](http://www.hrd.state.ma.us/agency_services/AS_Manage_Workforce/Rules_and_Guidelines/Collective_Bargaining/MNA_05_07_Implementation_Memo.doc)

Salary chart

[http://www.mass.gov/Ehrd/docs/emprel/cba/oer\\_unit7\\_salchrt.xls](http://www.mass.gov/Ehrd/docs/emprel/cba/oer_unit7_salchrt.xls)

Union contract

[http://www.mass.gov/Ehrd/docs/emprel/cba/oer\\_unit7\\_cba.pdf](http://www.mass.gov/Ehrd/docs/emprel/cba/oer_unit7_cba.pdf)



**Unit 8 Social and Rehabilitative:**

**ALLIANCE Local 509 SEIU, AFL-CIO**

*Benefit Eligibility and Referral Social Worker, Child Support Enforcement Specialist, Correctional Program Officer, Human Services Coordinator, Qualified Vocational Rehabilitation Counselor, Social Worker*

Implementation memo 1/1/05 – 12/31/06

[http://www.hrd.state.ma.us/agency\\_services/AS\\_Manage\\_Workforce/Rules\\_and\\_Guidelines/Collective\\_Bargaining/bu8\\_10/local\\_509\\_imp\\_memo.doc](http://www.hrd.state.ma.us/agency_services/AS_Manage_Workforce/Rules_and_Guidelines/Collective_Bargaining/bu8_10/local_509_imp_memo.doc)

Salary chart

[http://www.mass.gov/Ehrd/docs/emprel/cba/oer\\_units\\_8\\_10\\_salchrt.xls](http://www.mass.gov/Ehrd/docs/emprel/cba/oer_units_8_10_salchrt.xls)

Union contract

[http://www.mass.gov/Ehrd/docs/emprel/cba/unit\\_8\\_10.doc](http://www.mass.gov/Ehrd/docs/emprel/cba/unit_8_10.doc)

**Unit 9 Engineers and Scientists:**

**Massachusetts Organization of State Engineers and Scientists (MOSES)**

*Civil Engineer, Engineering Aide, Environmental Analyst, Environmental Engineer, General Construction Inspector, Regional Planner*

Implementation memo 7/1/06 – 6/30/07

[http://www.hrd.state.ma.us/agency\\_services/AS\\_Manage\\_Workforce/Rules\\_and\\_Guidelines/Collective\\_Bargaining/bu9/moses\\_imp\\_memo\\_july06\\_june07.doc](http://www.hrd.state.ma.us/agency_services/AS_Manage_Workforce/Rules_and_Guidelines/Collective_Bargaining/bu9/moses_imp_memo_july06_june07.doc)

Salary chart

[http://www.mass.gov/Ehrd/docs/emprel/cba/oer\\_unit9\\_salchrt.xls](http://www.mass.gov/Ehrd/docs/emprel/cba/oer_unit9_salchrt.xls)

Union contract

[http://www.mass.gov/Ehrd/docs/emprel/cba/moses\\_cba\\_03\\_06.pdf](http://www.mass.gov/Ehrd/docs/emprel/cba/moses_cba_03_06.pdf)

**Unit 10 Education:**

**ALLIANCE Local 509 SEIU, AFL-CIO**

*Educational Specialist, Librarian, Teacher, Vocational Instructor*

Implementation memo 1/1/05 – 12/31/06

[http://www.hrd.state.ma.us/agency\\_services/AS\\_Manage\\_Workforce/Rules\\_and\\_Guidelines/Collective\\_Bargaining/bu8\\_10/local\\_509\\_imp\\_memo.doc](http://www.hrd.state.ma.us/agency_services/AS_Manage_Workforce/Rules_and_Guidelines/Collective_Bargaining/bu8_10/local_509_imp_memo.doc)

Salary chart

[http://www.mass.gov/Ehrd/docs/emprel/cba/oer\\_units\\_8\\_10\\_salchrt.xls](http://www.mass.gov/Ehrd/docs/emprel/cba/oer_units_8_10_salchrt.xls)

Union contract

[http://www.mass.gov/Ehrd/docs/emprel/cba/unit\\_8\\_10.doc](http://www.mass.gov/Ehrd/docs/emprel/cba/unit_8_10.doc)

## Appendix IV

### Types of Positions

At the present time there are eleven (11) position types available within the executive departments and used in HR/CMS. The position types are as follows:

**Civil Service:**

Every position in the Executive Branch that has not been expressly exempted from Civil Service by MGL Chapter 31, section 48 or some other statute. A Civil Service position is a position that is subject to all the requirements of the merit system as described in the civil service laws contained within MGL Chapter 31.

**Commissioner/Board Member:**

Incumbents of Commissioner or Board Member positions usually are appointed by the Governor (or these individual's appointments are subject to approval by the governor). Such positions are exempt from Civil Service Laws unless expressly subjected to Civil Service by statute.

**Contracted:**

A Contracted position is a position that is funded from the CC, HH, JJ, MM or NN subsidiaries in the Comptroller's Expenditure Classification Plan. Positions of this type are not covered by Civil Service law and generally are not provided benefits.

**Elected:**

An Elected position is one whose incumbent is elected by the public (i.e. Constitutional Officer).

**Excess Quota:**

An Excess Quota position is a position established on an emergency basis and is in excess of the quota of positions already authorized for the applicable appropriation.

The purpose of this type of position is to allow agencies to temporarily add positions to their staffing pattern because of unforeseen, emergency circumstances that require additional staff for a short period of time (usually less than one complete fiscal year) to resolve the emergency situation. Excess Quota positions are considered temporary positions. The Excess Quota position may not be used as a means to temporarily promote an employee performing the work of another employee absent because of sick leave or industrial accident leave not caused by the violence of inmates and patients. (See Sick Leave positions.)

**Exempt (from Civil Service):**

A position that is considered Exempt (from Civil Service) is a position that is expressly exempted from Civil Service laws, rules and regulations by MGL Chapter 31, section 48 or some other statute. Examples of this would be physicians, registered nurses and licensed practical nurses who work in institutions or hospitals.

**Labor:**

A Labor position is a Civil Service position in which incumbents are selected based upon registration requirements established in accordance with MGL Chapter 31, section 28 and not via competitive Civil Service examinations.

**Non-Civil Service:**

Non-Civil Service positions are those positions that are not subject to Civil Service laws per statute. Examples of this would be titles used in Higher Education.

**Seasonal:**

A Seasonal position is a position requiring the services of an incumbent, on either a full-time or less than full-time basis, beginning no earlier than May first and ending no later than September thirtieth or beginning no earlier than November first and ending no later than April first in any twelve-month period.

**Sick Leave:**

A Sick Leave position is a type of excess quota position established for the temporary promotion of an employee who is performing for 30 or more calendar days the duties of a higher-level position whose incumbent is on paid sick leave. This applies to both management and non-management positions. Since the incumbent of the higher-level position is still being paid the salary of that position while on sick leave, the employee performing the incumbent's duties cannot be promoted into the higher level position. Therefore, a new position must be established for the promotion.

**Statutory:**

A Statutory position is an unclassified position that is established by MGL. Its incumbent is appointed, not elected. In addition, the position's duties, compensation, and classification may be outlined in the specific language of the MGL that calls for the position.

## Appendix V

### Glossary

**Accessibility:**

The absence of access barriers. When a site, building or portion thereof complies with ADA guidelines.

**Achievement and Competency Enhancement System (ACES):**

Management tool used to evaluate and provide professional development to Executive Branch managers.

**Affirmative Action:**

A policy or program that seeks to redress past discrimination by increasing opportunities for under-represented groups. The development of a program through which an employer acts to affirm the contributions that a diverse workforce can bring to a work environment. This is accomplished by taking specific steps to identify, recruit, hire and/or develop for advancement, persons who are identified as part of specific protected classes. Thus, an employer demonstrates its willingness to remedy past acts of discrimination against specific groups by developing goals and timetables, and mechanisms through which success is measured, with an ultimate goal of achieving a diverse workforce.

**Appointing Authority or Appointing Officer:**

Any person, board or commission having the power of appointment or employment.

**Bargaining Unit:**

An appropriate grouping of employees represented on an exclusive basis by a labor organization. "Appropriate" for this purpose means that it is a grouping of employees who share a community of interest.

**Bradford Fellowship:**

Harvard University's John F. Kennedy School of Government and the Commonwealth of Massachusetts offer Executive Branch managers the opportunity to attend the University's Mid-Career Master in Public Administration Program. The Mid-Career MPA Program is designed for experienced professionals who are college graduates, and who are dedicated to public sector management. This fellowship provides a unique means to pursue a well-recognized program of study, enhancing management and public policy analysis skills, which are so vital within this state government environment.

**Chief Human Resources Officer (CHRO):**

Person who oversees the Human Resources Division.

**Civil Service:**

State and municipal employees may be hired and promoted under the civil service merit system in accordance with Massachusetts General Law, Chapter 31 and the Personnel Administration Rules. Civil service appointments are generally made by appointing authorities who select qualified applicants who have taken a competitive examination or have completed a registration process. The Civil Service Unit within the Human Resources Division is responsible for overseeing the administration of the Massachusetts merit system. The Civil Service Commission hears and decides appeals of public employees under the protection of civil service laws by ensuring that employment

decisions are based on the relative ability, knowledge and skills of the public employee, and to ensure that all individuals receive fair and impartial treatment. Generally, the Civil Service Commission hears bypass, disciplinary and reclassification appeals for public service employees.

**Civil Service Employee:**

A person appointed to a civil service position on a temporary or permanent basis after certification.

**Civil Service Examinations:**

State employees may be hired and promoted under the Civil Service merit system in accordance with MGL Chapter 31. There are generally two types of Civil Service examinations that a state employee would be required to take, either to obtain a Civil Service position in the Commonwealth or to be promoted into one: 1) Open Competitive Examination – a Civil Service examination held for original appointment and open to all applicants that meet the entrance requirements listed on the examination announcement or 2) Departmental Promotional Examination – a competitive examination within a department that is only open to certain employees in specific titles within the department.

**Civil Service Position:**

An office or position, appointment to which are subject to the requirements of the Civil Service law and Personnel Administration rules.

**Class:**

A group of positions sufficiently similar in respect to the duties and responsibilities thereof that the same or similar requirements are demanded of incumbents; used interchangeably with "title," except in the labor service.

**Classification Specification:**

An official description of the characteristics, duties, responsibilities and qualification requirements of a class.

**Classification Reallocation (Upgrading):**

The official subsequent placement of a class job title in a higher job group in a salary schedule.

**Code of Conduct:**

Policy that sets standards of conduct for public employees engaged in official business relationships.

**Compensation:**

The rate of wages or salary paid to an employee in accordance with an authorized and established classification and pay plan.

**Competitive Examination:**

A Civil Service examination held for original appointment and open to all eligible persons.

**Competitive Promotional Examination:**

Any competitive examination which is open, pursuant to MGL Chapter 31, section 11, to certain civil service employees of the Commonwealth, or of a city, town, or district where the promotion is to be made. Any competitive examination for which eligibility is limited pursuant to MGL Chapter 31, section 9 to civil service employees in certain lower titles in a departmental unit.

**Confidential Employee:**

A non-managerial employee whose position has been designated confidential by the Chief Human Resources Officer and who directly assists a manager and acts in a "confidential" capacity to a managerial or other category of employee excluded from coverage under MGL Chapter 150E.

**Contract Employee:**

An individual, who is employed through an individual contract, does not occupy a state position, nor contribute to the State Retirement System or group insurance programs, but who must contribute to the Alternate Retirement System. A contract employee is not eligible for GIC life, health, LTD, dental/vision or HCSA benefits. A contract employee has an employee-employer relationship pursuant to individual contracts with the Commonwealth.

**Disability:**

A person with a disability is a person who has a physical or mental impairment that substantially limits one or more major life activities; has a record of having such an impairment; or is regarded as having such impairment.

**Disabled Veteran:**

Any veteran who has a continuing service-incurred disability of not less than ten percent based on wartime service for which he is receiving or entitled to receive compensation from the Veterans Administration or, provided that such disability is a permanent physical disability, for which he has been retired from any branch of the armed forces and is receiving or is entitled to receive a retirement allowance; or has a continuing service-incurred disability based on, wartime service for which he is receiving or is entitled to receive a statutory award from the Veterans Administration.

**Discharge:**

The permanent, involuntary separation of a person from employment by an Appointing Authority.

**Discrimination:**

Illegal treatment of a person or group (either intentional or unintentional) based on race, color, creed, religion, ancestry, national

origin, age, disability, sex, marital status, or sexual preferences or political or union affiliation.

**Disciplinary Action:**

An action taken to correct the conduct of an employee; examples of such are:

- Demotion: the reduction in grade or pay of an employee while serving continuously with the same agency.
- Suspension: the placement of an employee, for disciplinary reasons, in a temporary status without duties or pay.
- Discharge: the separation of an employee for cause or because of continual unacceptable performance.

**Diversity:**

The inclusion, integration, awareness and appreciation of various cultures within a workforce and the opportunity for the maximum utilization of individual members' talents, skills and perspectives with a view towards increasing the organization's productivity

**Diversity Officer:** A highly placed individual within the organization who has the authority and responsibility to implement the organization's Affirmative Action and Diversity Plans.

**Domestic Violence:**

A form of abuse among family, or household members, which includes those individuals who are or have been involved in a substantive dating relationship.

**Duty:**

A work activity, function, or mission recognized by management as being a principal responsibility of a position.

**Emergency Personnel:**

Department /agency identified individuals required to report to their assigned work-site as scheduled, regardless of an emergency situation, due to the critical nature of their job functions. Emergency personnel are generally charged with the care and custody of patients and/or prisoners or are responsible for the delivery of other critically important public services. All employees in classifications such as State Police Trooper, Mental Health Worker, Mental Retardation Worker and Correction Officer, by their nature, will always be considered Emergency Personnel.

**Employment and Experience Point:**

The credit granted for an applicant's work experience for a particular job title. Credit is granted only to those who meet the job title minimum entrance requirements.

**Employee Performance Review System (EPRS):**

Tool designed to aid in the communication between employees and their supervisors. Consisting of three stages, the EPRS helps define employee duties and the criteria for which job performance will be evaluated.

**Entrance Requirements:**

The experience and educational prerequisites which an applicant must satisfy in addition to passing a civil service examination to be qualified for appointment to a civil service position.

**Entry-Level:**

A position having a title which is the lowest in a series of titles in a municipal or state classification plan, whether or not higher titles in the same job series exist in the same department.

**Equal Opportunity:**

An organization's effort to ensure that all personnel and service programs, policies and practices will be formulated and conducted in a manner that provides equal access for all employees. As part of this effort organizations will ensure that employment and service provision policies will be based solely on the individual eligibility, merit or fitness of applicants, employees and recipients of services for jobs and services without regard to race, color, creed, religion, ancestry, national origin, age, disability, sex, gender, marital status, affectional or sexual preferences or political or union affiliation.

**Executive Order:**

A written instrument promulgated by the President of the United States or Governor of an individual state, which has the force of law.

**Extended Illness Leave Bank (EILB):**

Voluntary program to assist Executive Branch employees who experience an extended illness or injury to recover salary that would otherwise be lost due to extended unpaid leaves of absence.

**Family and Medical Leave Act (FMLA)**

The federal Family and Medical Leave Act of 1993 allows employees who meet certain criteria to take up to 12 weeks unpaid leave per year for purposes of birth, adoption, foster placement, or a serious health condition of the employee or their spouse, parent, or child. The Commonwealth offers Executive Branch employees a more generous leave referred to as enhanced FMLA. Please see your applicable union contract or the Red Book for further details.

**Fiscal year:**

Massachusetts fiscal years run from July 1 - June 30th. Fiscal year is named for year in which it ends, so FY05 begins July 1, 2004 and ends on June 30, 2005.

**Form 30 - Position Description:**

A written description of the non-management duties, responsibilities, and qualifications required of an individual position. Positions are classified, or assigned, to a particular title by comparing the concepts of the position description to various Class Specifications to determine the best "fit". This information is used by supervisors to develop performance criteria for use with EPRS and to identify training that would be beneficial to the employee.

**Foster Care Leave Program:**

Program designed to give employees the opportunity to take leave time to deal with preparations and legal proceedings related to foster care.

**Full-time Equivalent (FTE):**

The number of employees who would be filling positions by converting part-time and intermittent employment into a full-time basis.

**Functional Title:**

Used to describe an employee's primary job responsibility.

**Gray Book:**

The salary administration rules for managers, confidential, and unclassified employees.

**Hay Evaluation System:**

The Hay guide Chart-Profile Method of Job Evaluation was originally developed to provide a systematic easily administered approach to evaluating jobs at all levels in

all organizations and to facilitate pay comparisons between companies.

The application of the Guide Charts is a process of making semantic judgments about positions. The factors of the Guide Charts, and the dimensions, which make up each factor, have been developed over years of research and experience, and modified to the values of the Commonwealth of Massachusetts.

**Job Analysis:**

A systematic process for the examination and determination of the nature, characteristics, functions, duties, activities or responsibilities of a job, or the knowledge, skills or experience which is essential to have for its performance, and of the environmental conditions, safety, equipment tools and related factors of the job.

**Job Change Management Questionnaire (JCMQ):**

Used when existing Management Questionnaires and evaluation scores for the function are available and the job has changed significantly since its last evaluation.

**Job Group:**

A unit of a salary schedule which includes all classes in a position classification plan which are sufficiently comparable in value to duties and responsibilities, regardless of the field of work of which they form a part, so that the same salary range may be applied to all classes in the same unit of the salary schedule.

**Job Series:**

A vertical grouping of related titles so they form a career ladder.



**Learning Management System (LMS):**

A Learning Management System (LMS) is a centralized information system that allows learners, instructors and administrators to register, manage, deliver and track training. An LMS provides the opportunity to use interactive, state-of-the-art technologies for student/teacher interaction and communication

**Management Questionnaire (MQ):**

Used for a new managerial function; a managerial position that has never been evaluated; a managerial position for which there is no previous MQ or evaluation score; or, for which a managerial position which has undergone considerably significant change.

**Minimum Entrance Requirements (MERs):**

The prerequisites that an applicant must satisfy in order to be placed on a job title eligibility list.

**Manager:**

Employees who are excluded from MGL Chapter 150E because they assist in or directly formulate policy. Their job group MI – MXII, can generally identify such a person.

**Occupational Group (Occupation):**

All positions within a given discipline or field of work (all positions that are similar in kind) regardless of level of responsibility (e.g., the Professional Engineering Group).

**Original Appointment:**

An appointment pursuant to MGL, Chapter 31 section 6 or section 28.

**Part-Time Employee:**

A person who works a regularly scheduled workweek of at least half the hours of a full-

time employee and who receives benefits prorated on the percentage of time worked.

**Performance and Career Enhancement System (PACE):**

PACE is a web-based training registration and tracking system that will be available to all Executive Branch staff in May 2007. The system will allow access to training opportunities to facilitate employee performance and career development.

**Performance Recognition Program:**

Program recognizing the outstanding contributions of individuals and groups of state and municipal employees who play a major role in the successful delivery of quality services to the citizens of Massachusetts.

**Position Reallocation:**

Any subsequent official placement of a position in a class, forming part of a position classification plan of the Commonwealth.

**Probationary Performance Evaluation:**

A performance evaluation for the purpose of providing information for potential use in making decisions concerning tenured status.

**Probationary Period:**

A preliminary period of employment prior to permanent appointment of an employee for the purpose of determining his/her fitness for permanent employment.

**Promotion:**

A change in employment from one title to a higher title in the same job series, or to a title in a different series when the new title has substantially dissimilar requirements which prevent a transfer.

**Reasonable Accommodation:**

The modification of environments, policies, programs, schedules, requirements and or facilities to adapt to the needs and abilities of an individual with disabilities, unless it would impose undue hardship. Reasonable accommodation may include building ramps, setting up TTY telephone lines, acquiring/or providing auxiliary aids or services (like amplification equipment, sign language interpreters, qualified readers, a talking computer) or modifying existing equipment and providing job restructuring, modification of work schedules, reassignments of employees and/or clients.

**Red Book:**

Provides rules governing paid leave and other benefits for managers and confidential employees.

**Resignation:**

A permanent voluntary separation from service.

**Sexual Harassment:**

Sexual advances, requests for sexual favors, or verbal or physical conduct of a sexual nature which created a hostile, humiliating or offensive work environment, which materially interferes with the employee's ability to perform the job; submission to, or rejection of, sexual advances or requests for sexual favors which form the basis of an employment decision.

Massachusetts General Laws define sexual harassment as a form of sex discrimination. Sexual harassment includes unwelcome sexual advances, requests for sexual favors or other behavior of a sexual nature when:

- Submission to or rejection of such advances, requests or behavior is made, either explicitly or implicitly, a term or condition of employment or a basis for an employment decision; or

- Such behavior has the purpose or effect of unreasonably interfering with work performance; or
- Such behavior has the purpose or effect of creating an intimidating, hostile, humiliating or sexually offensive work environment.

**Small Necessities Leave:**

Provides for a total of 24 hours of unpaid leave to be used during any 12-month period, in addition to leave available under the Family and Medical Leave Act of 1993, for the purpose of participating in a school activity directly related to the educational advancement of a child of the employee or to accompany the child or an elderly relative to routine medical or dental appointments.

**Step Increase:**

An employee's progression from one salary step on their salary chart to the next higher salary step after each 52 weeks of creditable service and a favorable performance evaluation rating.

**Suffolk Fellowship:**

Suffolk University and the Human Resources Division offer Executive Branch managers and senior professional staff the opportunity to attend the Frank Sawyer School of Management, Master in Public Administration Program (MPA).

The Master in Public Administration program is designed for managers and senior professional staff who are dedicated to public service. The Suffolk University/Commonwealth of Massachusetts Fellowship provides the means for high performing employees to pursue a well-organized program of study to enhance management and public policy skills.

**Sunshine Policy:**

Executive Order 444 requires those seeking employment, within the Executive Branch agencies that report to the Governor, to disclose the names of all immediate family members, and those related to the immediate family by marriage, who are employees or elected officials of the Commonwealth.

**Technical Pay Law (TPL):**

Administered by the Chief Human Resources Officer in concert with the Information Technology Division (ITD), the TPL allows agencies to attract and retain qualified information technology professionals in a competitive labor market. The salary ranges established for titles associated with these IT functions are adjusted by the Chief Human Resources Officer to ensure competitive salaries

**Training and Career Ladder Program:**

Training available to eligible bargaining unit employees that provides appropriate and career enhancing skills to employees.

**Unauthorized Absence:**

Absence without prior approval or notification to your supervisor or manager.

**Union:**

An employee organization, the membership of which includes public employees, for the purpose of negotiating wages, hours and conditions with the employer.

**Voluntary Services Leave Program:**

Program developed to give employees the opportunity to benefit Massachusetts' school children by volunteering in public or charter schools.

**Workplace Violence:**

The harassment of state employees within state offices, facilities, work sites, or vehicles, or the display of violent,

aggressive, or threatening behavior that results in physical injury or emotional trauma to any employee.

## Appendix VI Acronyms and Abbreviations

<b>Acronym or Abbreviation</b>	<b>Description</b>
ACES	Achievement and Competency Enhancement System
ADA	Americans with Disabilities Act
AG	Attorney General
AGO	Attorney General's office
ANF	Executive Office for Administration and Finance
BU	Bargaining unit
CEO	Commonwealth Employment Opportunities
COBRA	Law covering right to continue health insurance under certain conditions
COMECC	Commonwealth of MA Employee Charitable Campaign
CORI	Criminal Offender Record Information
DCAM	Division of Capital Asset Management
DCAP	Dependent Care Assistance Program
DHCD	Dept. of Housing and Community Development
DOE	Department of Education
DOI	Division of Insurance
DUA	Division of Unemployment Assistance

<b>Acronym or Abbreviation</b>	<b>Description</b>
EEO	Equal employment opportunity
EMPLID	Employee ID generated by the HR/CMS payroll system
EOHHS	Executive Office of Health and Human Services
EOPS	Executive Office of Public Safety
EOTC	Executive Office of Transportation and Construction
EPRS	Employee Performance Review System
ERIP	Early Retirement Incentive Program
ETH	State Ethics Commission
FLSA	Fair Labor Standards Act
FMLA	Family Medical Leave Act
Form 30	Job Description for those in a bargaining unit position
FY	Fiscal year
GIC	Group Insurance Commission
HCSA	Health Care Spending Account
HIPAA	Health Insurance Portability and Accountability Act of 1996
HMO	Health Maintenance Organization

<b>Acronym or Abbreviation</b>	<b>Description</b>
HR	Human Resources
HR/CMS	State payroll/human resources system
HRD	Human Resources Division
I-9	Employment Eligibility Form – authorization to work in the US
ITD	Information Technology Division
JCMQ	Job Change Management Questionnaire (revised job description)
LMS	Learning Management System
LTD	Long-term disability insurance
MGL	Massachusetts General Laws
MQ	Management Questionnaire (job description)
M99	Manager code
OBRA	Alternative retirement plan
OCPF	Office of Campaign and Political Finance
OER	Office of Employee Relations
OSC	Office of the State Comptroller
OSD	Operational Services Division
PACE	Performance and Career Enhancement Learning Management System
PAYINFO	Online system for retrieving pay advice used by some agencies

<b>Acronym or Abbreviation</b>	<b>Description</b>
PCP	Primary care physician
PERAC	Public Employee Retirement Administration Commission
POS	Point of Service plan
PPO	Preferred provider organization
PRP	Performance Recognition Program
RET or SBR	State Board of Retirement
SEC	Secretary of State's Office
STD	Short-term disability insurance
UFund	College savings fund
W4	Federal tax exemption form
W2	End of year tax statement showing earnings, etc.
457B	Deferred compensation (optional retirement savings plan)